GOVERNMENT OF THE DISTRICT OF COLUMBIA
OFFICE OF THE CITY ADMINISTRATOR

Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this Report describes how the **Office of the City Administrator**[1] has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this Report addresses the following topics:

1) Transparency

Describe the steps your agency has taken or plans to take to be more transparent. Please include a description of:

- ***How and to what extent your agency shares information with the public, e.g. publication of information in the District register and on the agency website, press releases, and documents in the agency's FOIAXpress reading room.***

  The OCA routinely posts press releases, reports and other pertinent information to the agency's website (www.oca.dc.gov).

  For example, the OCA posts on its website the Performance Plans and Performance Accountability Reports for all participating District agencies, dating back to Fiscal Year 2008. The OCA also provides links to 33 citywide planning documents on a variety of topics (such as economic development, transportation, education, the environment, and more). In addition, the OCA provides detailed information and supporting documentation for several high-profile projects (such as the flood prevention task force, new soccer stadium proposal, and power line undergrounding). Finally, the OCA has a website dedicated to providing the public with detailed information regarding how the District government is performing. The Track DC website, www.track.dc.gov, allows users to track agency performance measures, learn more about agency budgets, and monitor agency spending. Track DC also allows users to access Grade DC, ready citywide planning documents, download agency data, and stay connected with the District government.

[1] The Office of the City Administrator (OCA) also includes the Office of Labor Relations and Collective Bargaining (OLRCB), which represents the District of Columbia as the principal management advocate during labor negotiations and in administering the District's Labor Relations activities.

The OCA does not typically generate reports, data, and other materials that would be amenable to posting in a FOIA reading room. The OCA does, however, honor FOIA requests that meet the appropriate criteria.

OLRCB shares information with the public with the agency's website (www.olrcb.dc.gov) and through responses to Freedom of Information Act (FOIA) requests from the public, which includes the use of the FOIAXpress reading room.

- ***How the agency meets its obligations pursuant to the District's Freedom of Information Act and Open Meetings Act.***

  The OCA endeavors to respond to FOIA requests in accordance with the FOIA statute and directives on open government. In addition, the OCA posts information and documentation on high profile activities on its website, www.oca.dc.gov, to reduce the need for the public to specifically request information. Due to this, the OCA has a relatively small FOIA workload averaging less than 10 requests per year. The OCA does not typically or routinely take actions that are subject to the Open Meetings Act.

  In addition, OLRCB meets its obligations pursuant to the District's FOIA Act by replying in a timely and responsive manner to all FOIA requests that it receives. OLRCB is not subject to the Open Meetings Act because it is not a District government agency that is overseen or advised by a board or commission pursuant to D.C. Official Code § 2-574(3)(A).

- ***Steps your agency will take to increase public access to information.***

  The OCA is spearheading significant enhancements to the District government's Open Data catalog, www.data.dc.gov, and Track DC websites, www.track.dc.gov. In coordination with the Office of the Chief Technology Officer (OCTO) and the Executive Office of the Mayor (EOM), the OCA led an effort in Fiscal Year 2014 to redesign both websites, add more content, and significantly improve the overall user experience. Additional details will be made available when the new websites are launched in Fiscal Year 2015.

  On occasion, and where appropriate, the OCA will use paid advertising in local daily and weekly news publications. However, the normal method for distribution of agency information is through the broad distribution of press releases and advisories to local media, Advisory Neighborhood Commissions as well as civic and business groups via direct mail and/or email.

  The OCA is also working with OLRCB to update the agency's website and to make more information available to the public.

- ***Steps your agency will take, including an implementation timeline, to webcast live and archive on the internet board or commission meetings. (This question only applies to agencies that are overseen or advised by a board or commission that is subject to the Open Meetings Act.)***

  Although this question is not applicable to the OCA, the OCA has taken proactive steps to make certain meetings accessible to the public online. For example, the OCA posts on its website (www.oca.dc.gov) video recordings of the Flood Prevention Task Force and the Power Line Underground Task Force meetings.

  The OCA also posts to its website applicable meeting material, such as PowerPoint presentations and handouts. For example, in 2014 the OCA posted on its website materials related to DC PLUG, the DC Power Line Undergrounding initiative. These materials included: presentations to the Public Service Commission; community meeting presentations in Wards 3, 4, 5, 7, and 8; and the PowerPoint presentations for two (2) Contractors and Suppliers forums. The OCA also posted a video recording of the most recent contractor's forum.

  This question is not applicable to OLRCB. OLRCB is not subject to the Open Meetings Act because it is not a District government agency that is overseen or advised by a board or commission pursuant to D.C. Official Code § 2-574(3)(A).

- ***How your agency has taken or plans to take steps to make more of its data available to the public.***

  In August, 2014 the OCA added six (6) years of performance management data to the District's Open Data Catalog (www.data.dc.gov). The datasets included information related to agency Key Performance Indicators ("KPIs") for Fiscal Year 2008 through Fiscal Year 2013. KPIs are collected by the OCA to track agency performance in accordance with agency performance plans.

  The KPI data includes 18 data elements, including: fiscal year; agency budget code; agency acronym; agency full name; measure name; data type (formula); measure type; directionality; frequency; year-end target; data entry by fiscal quarter (Q1 – Q4); year-end actual results; year-end rating (%); and budget program.

  Further, the OCA is working closely with the Office of the Chief Technology Officer (OCTO) to identify a significant number of datasets to publish online later this year. If no additional datasets from the OCA or OLRCB are selected to be included in this 2014 release, the OCA and OLRCB will continue to work with OCTO to identify datasets appropriate to publish in 2015. In the

future, requirements for open data reporting will be provided by the Chief Data Officer.

2) **Public Engagement and Participation**

Describe the steps your agency has taken or plans to take to enhance or expand opportunities for the public to participate in agency decision-making. Please include a description of:

- ***How your agency provides online access to proposed rules and regulations and secures public input on them. Please list links to specific websites.***

  This question is not applicable to OCA or OLRCB. The OCA and OLRCB do not propose any rules and regulations for public comment.

  Nevertheless, any proposed rules or regulations are posted in the D.C. Register, which is available on the Office of the Secretary's ("OS") website (www.dcregs.dc.gov). The OS website also allows users to search and browse the D.C. Register, in addition to the D.C. Municipal Regulations, Mayor's Memoranda, and Mayor's Orders.

- ***How your agency shares information and resources to keep the public properly informed, e.g. community meetings, public hearings, FAQs, and ways the public can provide input such as Twitter, grade.dc.gov, email contacts.***

  There are several ways that the OCA shares information and resources to keep the public properly informed.

  1. Website –The OCA proactively posts information and resources pertinent to the agency and the government as a whole on its website (www.oca.dc.gov). For example, the OCA website includes: agency performance plans; a comprehensive list of citywide planning documents; links to Grade DC and Track DC; in addition to specific webpages to keep the public informed about special projects – such as the new soccer stadium, power line undergrounding, and plans to address flooding in the Bloomingdale and LeDroit Park neighborhoods.

  2. Agency Performance – The OCA keeps the public informed about the performance of agencies by posting agency Performance Plans and Performance Accountability Reports to its website. The Performance Accountability Reports, for example, are an annual report that rates whether or not the agency fully achieved, partially achieved, or did not achieve the initiatives and performance targets in their Performance Plan. Further, the OCA provides this information to the public in real-

time with its Track DC website (www.track.dc.gov). Track DC is your resource as a District resident to track how the District Government is working for you. You can track agency performance measures, learn more about agency budgets, and monitor agency spending. You can also access Grade DC, read citywide planning documents, download agency data, and stay connected with the District Government.

3. Community Meetings – The OCA also keeps the public informed about high profile projects by holding community meetings. For example, the OCA attended and/or held several community meetings on the proposed soccer stadium. In July 2014, the OCA also hosted community meetings in Wards 3, 4, 5, 7, and 8 about the DC Power Line Undergrounding (DC PLUG) initiative.

4. Twitter – The OCA has a twitter account (@DCGovOCA) to tweet important information about upcoming community meetings, to provide status updates on high profile projects, to share recent press releases, and to re-tweet important information shared by other District agencies.

5. Email – In 2014, the OCA added additional contact information to its website to make communication with the public more accessible. For example, in addition to emailing the City Administrator through the Ask the Director feature of the OCA website, the OCA also added the email address for executive and senior staff at the following address: http://oca.dc.gov/page/oca-executive-and-senior-staff.

OLRCB maintains a website that provides information to the public and on which the public can ask questions of the Director of the agency. OLRCB also participates in public oversight hearings and roundtables before the Council of the District of Columbia, providing testimony and answering questions at these hearings and roundtables. These proceedings are televised on cable television and are available on the Council's website.

- ***How your agency identifies stakeholders and invites their participation.***

Depending on the project, the OCA works with sister agencies or private business partners to ascertain the appropriate stakeholders. Through direct contact, email and other means, the OCA establishes contact with stakeholders to encourage participation and input on the various initiatives of the agency.

OLRCB's primary stakeholders are the District of Columbia Department of Human Resources (DCHR) and the District government agencies which OLRCB serves (primarily agencies under the personnel authority of the Mayor), in addition to a variety of unions and their leadership. OLRCB engages these stakeholders through various meetings and forms of electronic and telephonic communication.

- ***Steps your agency will take to improve public engagement and participation including any new feedback tools or mechanisms the agency is considering.***

  The OCA will make better use of the various media tools available to the agency. The OCA has a subscription to a news/media distribution and analytics program. This program provides an enormous database of reporters, bloggers and political or community influencers. The program makes contact with these constituencies very easy through direct contact or mass distribution of press releases or other messages.

  In addition, the OCA will make much better use of the District Cable Network (DCN). Although the OCA already works with the Office of Cable Television (OCT) to record certain meetings for publication on the OCA website, the OCA will work with OCT in Fiscal Year 2015 to determine whether or not future meetings can also be aired on Channel 16.

  This question is not applicable to OLRCB.

3) **Collaboration**

Describe the steps your agency has taken or plans to take to enhance or expand cooperation among departments, other governmental agencies, the public, and non-profit and private entities in fulfilling its obligations. Please include a description of:

- ***How your agency currently collaborates with the above parties. Please list links to specific websites if appropriate.***

  All OCA public-private partnerships are detailed on the agency's website (www.oca.dc.gov), including the DC Power Line Undergrounding plan, efforts to develop a new Major League Soccer stadium and a multi-billion dollar infrastructure project to eliminate flooding in center city neighborhoods. The City Administrator also serves as the Chair of the Interagency Council on Homelessness (ICH). The ICH is a group of cabinet-level leaders, providers of homeless services, advocates, homeless and formerly homeless leaders that come together to inform and guide the District's strategies and policies for meeting the needs of individuals and families who are homeless or at imminent risk of becoming homeless in the District. More information is available on the ICH website (www.ich.dc.gov).

  Further, the OCA leads DC Stat sessions to improve agency performance and accountability. Formerly known as CapStat, DC Stat is a focused, hour-long public process aimed at driving performance improvements and efficiencies within the government. The overall objective of these sessions is to cut waste, save money, and better serve the residents of the District. During the session,

the Mayor and/or City Administrator and other senior staff from relevant agencies take an in-depth look at key issues. The sessions are designed as collaborative problem solving and strategic planning discussions. Data for the sessions is often derived from the Performance Plans and key performance indicators for each agency.

In addition, OLRCB participates in several public-private partnerships and facilitates inter-agency coordination through training, labor liaison forums, and monthly telephone calls with labor liaisons and human resources personnel. Other OLRCB-led initiatives include:

- Annual Citywide Labor-Management Conference: OLRCB hosts an annual conference to bring together significant local and national labor and management leaders, District government employees, leading arbitrators, and other stakeholders. The purpose of the conference is to equip participants with the knowledge and information needed to build outstanding labor-management relations by sharing information, and by providing the opportunity for networking and a better understanding of the roles, responsibilities and resources available to these individuals.

- Labor Management Partnership Council (LMPC): The LMPC is a complement to the existing labor relations and collective bargaining program. The program allows management and employees to collaborate in order to help minimize waste, improve service delivery and assist in the overall efficiency of District government operations. The LMPC is comprised of agency heads, top management officials, labor liaisons and labor union officials.

- Labor-Management Task Force (LMTF): The LMTF is supported by the authority given to the Mayor in the Home Rule Act of 1973 and is currently working on reforming the District government's compensation and classification system.

- Joint Labor-Management Affordable Housing Task Force (JLMAHTF): The JLMAHTF is comprised of OLRCB and labor unions representing Compensation Units 1 and 2. The JLMAHTF was tasked with researching barriers to homeownership within the District and with furthering affordable housing opportunities for District government employees in order to encourage them to live and work in the District.

- Negotiated Employee Assistance Home Purchase (NEAHP) program: NEAHP was the result of the JLMAHTF. The NEAHP program provides financial assistance to certain District government employees whose positions are covered by collective bargaining,

specifically down payment and closing cost assistance. The NEAHP program remains a joint labor-management effort between labor unions and the District. The program is managed by OLRCB and administered by the District of Columbia Department of Housing and Community Development (DHCD) with the assistance of the Greater Washington Urban League (GWUL).

- ***Steps your agency will take to improve collaboration with the above parties including any new feedback tools or mechanisms the agency is considering, e.g. prizes, competitions, and other innovative methods.***

  The OCA is working with the Office of the Chief Technology Officer (OCTO) and the Executive Office of the Mayor (EOM) to explore ways to better collaborate with the public, open data community, non-profits, and other organizations interested in accessing and using District government data. The Mayor's Order on Transparency, Open Government and Open Data (Mayor's Order 2014-170), for example, established an Open Government Advisory Group, which will be formally establish in Fiscal Year 2015. The OCA will work closely with the Advisory Group to evaluate the District's progress towards meeting the requirements of the Open Data Directive, create new policies to establish specific criteria for agency identification of protected data in accordance with FOIA, maintenance of existing data, and the creation of data in open formats. A copy of the Mayor's Order is available on the Open Government website (www.open.dc.gov).

  OLRCB previously made presentations to exemplary Labor Liaisons from various District government agencies at a Labor Liaison Forum and plans to do so again in the future. In addition, the Joint Labor-Management Affordable Housing Task Force (JLMAHTF) continues to meet quarterly to review the progress of the Negotiated Employee Assistance Home Purchase (NEAHP) program and develop unique marketing plans tailored to the eligible bargaining unit members, and to raise overall awareness of the NEAHP program. The JLMAHTF will also continue to participate in DHCD's Annual Housing Exposition and host informational sessions geared to District government employees. OLRCB will also continue to conduct road shows for different agencies and union locals to inform District government employees about the various homeownership programs that are available to them.

GOVERNMENT OF THE DISTRICT OF COLUMBIA
District Department of the Environment

Open Government Report 2014

Introduction

The mission of the District Department of the Environment is to improve the quality of life for the residents and natural inhabitants of the nation's capital by protecting and restoring the environment, conserving the District' natural resources, mitigating pollution, and educating the public on ways to secure a sustainable future.

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this Report describes how the **District Department of the Environment (DDOE)** has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics:

1) **Transparency**

DDOE relies on several methods to make the activities of the agency more transparent to the public. These include, but are not limited to:

Public Postings

- Posting public notices in the *DC Register*.
- Posting public notices and updated regulations on the DDOE website.
- Posting press releases on the DDOE website.
- Posting regularly on DDOE's social media networks including Twitter, Facebook, and YouTube page.

Targeted Communications

- Updating program content on the DDOE website on a regular basis.
- Sending emails and information to numerous list serves to promote program activities, announce DDOE events, provide updates on important agency initiatives, and invite interested parties to agency roundtables and discussions.
- Creating Guidance and/or Information Documents for the regulated community.
- Issuing Press Releases on a regular basis.

Public Outreach

- Attending and hosting stakeholder meetings for various agency programs.
- Attending and hosting ribbon-cutting events and public forums to promote DDOE activities and events.
- Conducting environmental school assemblies for elementary, secondary, and high school students.

- Conducting community outreach events for residential, businesses, and faith-based institutions.
- Conducting paid advertising campaigns for new agency initiatives and programs.
- Conducting trainings on technical regulatory matters.
- Convening Stakeholder Advisory Groups.
- Hosting Agency hearings on regulations that are open for public comment.

Specific examples of actions taken by the Agency to be more transparent include:

- ***Regularly Updated Websites Dedicated to DDOE Programs and Initiatives***
  - ***Sustainable DC:*** A Sustainable DC website (http://www.sustainabledc.org) was developed to engage District residents on the Sustainable DC (SDC) Plan and keep them up-to-date on agency performance, implementation activities, and volunteer opportunities.
  - ***For a Cleaner Anacostia River:*** Tagged, *For a Cleaner Anacostia River*, this project is the most comprehensive approach in cleaning up the Anacostia River in its history. The investigation will help identify where toxics are located in the river, who is responsible, the potential clean-up strategies, and projected costs. DDOE has taken the lead on the project and is conducting the remedial investigation and feasibility study to address contaminated sediments.

    To ensure that the public is up-to-date on the remedial investigation, DDOE has dedicated a website that provides bi-weekly updates of the river sampling status and other progress updates (http://ddoe.dc.gov/anacostiasediment). Additional information regarding the locations of the various projects can be found here: http://ddoe.dc.gov/anacostiasediment.
  - ***EnergySmart DC:*** DDOE launched the EnergySmart DC website (http://energysmartdc.com/) to provide information to the public through a dedicated web portal regarding the development of a new Comprehensive Energy Plan (CEP) for the District under the brand name "EnergySmart DC." DDOE also convened several public engagement meetings with various community stakeholders to explain the intent of the CEP and ways in which the public can actively participate in the development of the plan
  - ***Renewable Energy and Energy Efficiency:*** Information about DDOE's energy efficiency and renewable energy programs are updated on DDOE's website to foster greater transparency to the public and help educate residents about the benefits offered through each program (http://green.dc.gov/page/energy-efficiency-and-renewable-energy-multi-family-buildings). The information posted included all pertinent changes to programmatic guidelines, new program offerings, and simple do-it-yourself measures that residents can install in their homes to help reduce their energy consumption.

- ***Online Database of Key DDOE Metrics and Performance Measures***
    - ***Sustainable DC:*** DDOE staff also maintains an online "Green Dashboard" (http://greendashboard.dc.gov) released in 2012 which contains approximately 60 periodically-updated metrics: air and water quality measurements; registered numbers of capital bikeshare riders, hybrid vehicles, electric vehicles; numbers of LEED projects and ENERGY STAR buildings; and other data, some of which would otherwise be difficult for the public to find. This beta platform will later be modified and serve as a tool for tracking new metrics related to Sustainable DC.

- ***Development of Information Packages to Key Stakeholders***
    - ***Low Income Heating and Energy Assistance Program (LIHEAP):*** In FY 2013, the Energy Administration's LIHEAP program developed an information package for the Program's 22,000 applicants which includes four documents: (1) a summary cover letter; (2) a printout of the information provided by the applicant which DDOE uses to check for eligibility; (3) a detailed "matrix" table adopted each year as per federal requirements showing how funds are dispersed based on income, energy costs, and needs; and (4) instructions on the applicant's appeal rights. This information package was provided to help ensure that program applicants understood eligibility requirements and program benefits.

2) **Public Engagement and Participation**

DDOE has engaged in the following activities to enhance opportunities for public participation in agency decision-making, as well as opportunities for greater public understanding of agency programs and activities:

- ***Public Outreach and Community Events***
    - ***Sustainable DC****:* After the announcement of the Sustainable DC Plan in July 2011, DDOE conducted a series of a series of community meetings and discussions were organized to hear how residents would make DC more sustainable. Every idea was entered online so other members of the community could read and vote on the ideas.

      Over the Fall and Winter of 2011, over 700 dedicated volunteers met every other week to draft a vision and develop recommendations for goals and actions within the topics of built environment, climate, energy, food, nature, transportation, waste, water, and the green economy. In the end, the working groups recommended 900 goals and actions for consideration in the final plan.

      In the 18 months of planning, over 180 public meetings and events were held, and almost 5,000 people learned about the plan.
    - ***Restoration Community Events:*** The Habitat Restoration Program plans, funds, and oversees activities that protect and restore river, stream and wetland habitats in the District of Columbia.

- ***Training Sessions to Inform and Educate Stakeholders of Upcoming and Existing DDOE Regulations***
    - ***Stormwater Management****:* DDOE has undertaken numerous efforts to maximize transparency and engage the public in the development and implementation of the District's new stormwater management regulations and the Stormwater Management Guidebook (SWMG), which provides technical guidance on complying with the regulations.

      From FY 2012 to present year (before and after finalizing the regulations), DDOE conducted over two dozen trainings for stakeholders, members of the general public, and sister agencies. Training topics include general compliance with the regulations, participating in the (Stormwater Retention Credit) SRC trading program, and use of the SRC database. DDOE plans to continue to provide these trainings as long as there is interest from the public.

      Prior to finalizing these regulations on July 19, 2013, DDOE met on numerous occasions with stakeholders from both the environmental and regulated communities to provide updates and to receive feedback. During the development of the regulations, DDOE updated its website with each iteration of the regulations and the SWMG, as well as the associated comment response documents, public training schedule, training presentations, and other resources. DDOE continues to provide training sessions on stormwater management regulations. A calendar of upcoming sessions can be found here: http://ddoe.dc.gov/service/training-sessions-2013-stormwater-management-rule-and-guidebook .

      DDOE also maintains an email list to provide updates to interested members of the public on implementation of the regulations and training sessions. The Department maintains contact information on its website so interested parties can easily request to be added to the email list.
    - ***Green Area Ratio (GAR):*** DDOE has held various trainings for the regulated community on how to comply with the new Green Area Ratio (GAR) requirements in FY 2013 and FY 2014. These requirements were established as part of the rewrite of the District's zoning regulations. More information on the GAR and the training schedule is available at http://ddoe.dc.gov/gar .
    - ***Benchmarking Program:*** DDOE, in collaboration with the District of Columbia Sustainable Energy Utility (DC SEU), established a Building Benchmarking Helpdesk to provide building owners with training sessions and individualized guidance on how to comply with the benchmarking requirements specified in the Clean and Affordable Energy Act of 2008.

- ***Frequent Stakeholder Meetings***
    - Prior to rulemaking, DDOE staff hosted four stakeholder meetings to gather input to shape the District's new Wildlife Protection Act and Beekeeping

regulations. Notable attendees included prominent District beekeepers, individuals from the National Pest Management Association, USDA Wildlife Services, the Humane Society and its affiliates, the National Park Service, and City Wildlife. Additional meetings will be held in FY 14.

- Prior to rulemaking, DDOE staff hosted stakeholder meetings to gather input and shape revisions to the Districts' Voluntary Cleanup Program (VCP) regulations.

- ***Social Media Engagement***
  - To help engage the public and inform them of the agency's upcoming events, DDOE maintains a Facebook page, a Twitter account, a YouTube page, as well as a public Picasa Photo Album Account. Links to these accounts can be found below:
    - *DDOE Facebook Page*: https://www.facebook.com/DC.DDOE
    - *DDOE Twitter Account*: http://twitter.com/ddoe_dc
    - *DDOE YouTube Account*: https://www.youtube.com/user/DDOEPublicInfo
    - *DDOE Picasa Album:* https://picasaweb.google.com/DDOE.photo.albums
  - In addition to the social media platforms, DDOE features an "Ask the Director" component on the agency website to answer questions from the public posted on the website.
  - DDOE's Sustainable DC Program also maintains its own accounts:
    - *SDC Facebook Page*: https://www.facebook.com/SustainableDC
    - *SDC Twitter Account*: http://twitter.com/SustainDC

- ***Active ListServ and Email Updates***
  - DDOE staff also maintains active listservs and mailing lists for residents, organizations, and other stakeholders interested in DDOE updates and actvitities.
  - The SDC team, for instance, maintains a listserv with 3,000 members who receive a monthly newsletter focusing on different aspects of the Plan, as well as periodic updates on major sustainability initiatives such as the Sustainable DC Act of 2013 and the Mayor's Transformation Order.

3) Collaboration

DDOE has taken numerous steps to enhance cooperation amongst sister agencies, the public, non-profit organizations and private entities to fulfill our mission:

- ***Sustainable DC:*** Sustainable DC has engaged people across the city to raise awareness, gather input, and tap into the wisdom and knowledge of community members, institutions, and organizations. In November 2011,

Mayor Gray kicked off nine different working groups that identified innovative ways to make the District more sustainable. Working groups are made up of volunteer private sector and community leaders, topic matter experts, and District Government staff. All working group meetings are public and welcome public participation and input.

DDOE continues to do extensive outreach to residents and businesses for SDC. Staff, interns, and trained volunteers attended 124 public meetings and events and talked with over 6,300 people about sustainability last fiscal year. Public outreach events ranged from community street festivals to small conversations with ANCs or student groups. Additional coordination with the Office of Aging and the Mayor's Office of Neighborhood Engagement facilitated outreach to seniors and non-English speakers.

In addition, DDOE participates in a Green Ribbon Committee of community leaders from the public, private, and non-profit sectors to review plan development from a range of perspectives and make sure the SDC plan is and continues to be beneficial to everyone who lives, works, or plays in DC. DDOE also participates in the District's Green Cabinet composed of agency directors tasked with determining how District agencies can make the city more sustainable while advancing their core missions.

- ***DC Sustainable Energy Utility* (*DC SEU)*:** The DC SEU Advisory Board is a collaborative Board that provides comments and recommendations to DDOE and the Council of the District of Columbia regarding SEU contract, discusses the performance of the SEU with DDOE staff, and helps monitor the performance of the SEU under the SEU contract. Per legislation, members of the Board are multi-faceted and includes the Chair of the Public Service Commission, the People's Counsel, a renewable energy industry representative, a low-income community representative, an electric company representative, a gas company representative, etc (see here: http://green.dc.gov/page/seu-advisory-board-bylaws).
- ***Green Construction Codes*:** In support of the construction code process, OPS staff presented more than 25 Green Construction Code trainings, and met frequently with stakeholders like the DC Building Industry Association and the Apartment and Office Building Association to get feedback on and support for the new green code. OPS staff also chaired the Green Building Advisory Council, which meets every other month to advise the District on green building policy and programs.

4) Next Steps

DDOE is working with the Office of the Chief Technology Officer (OCTO) and the Executive Office of the Mayor (EOM) to explore ways to better collaborate with the public, open data community, non-profits, and other organizations interested in accessing and using District government data. The Mayor's Order on Transparency, Open Government and Open Data (Mayor's Order 2014-170), for example,

established an Open Government Advisory Group, which will be formally establish in Fiscal Year 2015. DDOE will communicate frequently and work closely with the Advisory Group to help create new policies to establish specific criteria for agency identification of protected data in accordance with FOIA, maintenance of existing data, and the creation of data in open formats. A copy of the Mayor's Order is available on the Open Government website (www.open.dc.gov).

GOVERNMENT OF THE DISTRICT OF COLUMBIA
Department of General Services

Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this Report describes how the Department of General Services has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics:

1) Transparency

Describe the steps your agency has taken or plans to take to be more transparent. Please include a description of:

- *How and to what extent your agency shares information with the public, e.g. publication of information in the District register and on the agency website, press releases, and documents in the agency's FOIAXpress reading room.*

Response:
The Department of General Services is committed to making information available to the public and promoting transparency in all operational areas of the agency. The agency posts in the DC Register all notices for all public hearings related to the disposition of public assets and conducts public hearings related to real estate dispositions as well as construction activity at schools and other municipal facilities. The agency has complied with the Open Government website requirements mandated by the Executive Office of the Mayor and currently includes links to salary information, DGS contract award actions, purchase card transactions, budget information, minutes to meetings, organizational charts, performance plans, prior FOIA reports, and staff manuals and instructions.

In addition to mandated information, the DGS website includes a variety of other valuable information for the public, including a means to search for information related to District real property assets and specific District facilities (i.e. recreational facilities and athletic fields). The public can find on the DGS website all information related to all solicitations for goods and services as well as for the use of real estate. The website includes links to DGS' most recent press releases as well as social media activity.

The agency also now posts some documents of interest to the public in the agency's FOIAXpress reading room and currently has nine (9) documents of interest posted in our reading room. We anticipate increasing these numbers as we become more acclimated with FOIAXpress.

The District, through the efforts of DGS, has pioneered the most transparent building energy consumption database in the country. Commercial and municipal buildings are the city's biggest source of greenhouse gas emissions and consume a hefty energy budget. Build Smart DC (buildsmartdc.com) provides transparency and accountability by detailing, for nearly every public building: energy costs, raw daily energy usage, building performance comparisons, efficiency project efficacy tracking and by simply providing a substantial and unique pool of information from which stakeholders can learn and build.

- *How the agency meets its obligations pursuant to the District's Freedom of Information Act and Open Meetings Act.*

Response:
The Department of General Services complies with the requirements of FOIA by responding to every request in a timely and complete manner. During fiscal year 2014, DGS received and responded to 98 requests, which included approximately 267 staff hours. DGS, like many other agencies, recently adopted FOIAXpress as the means to track FOIA requests. FOIAXpress enables the public and DGS to track the status of each request. In addition to FOIAXpress, the agency tracks the time and costs associated with each request.

- *Steps your agency will take to increase public access to information.*

Response:
- ✓ The agency will continue to provide the vast variety of information currently offered through the agency's website, as well as continuing our practice of providing quarterly outreach events and posting all contract awards (including large and small purchases) online.
- ✓ The agency is currently standardizing its real estate forms and other transactional documents. These forms will be available online and solicitations will also include standard forms or provisions for transactions.
- ✓ Smart DGS – SmartDGS is the web-based application available to DC employees to report issues within District facilities. The agency will continue to promote the use of SmartDGS as a means to receive and track public and employee requests for services within District facilities.

- *How your agency has taken or plans to take steps to make more of its data available to the public.*

  Response:
  The Department of General Services is working closely with the Office of the City Administrator (OCA) and the Office of the Chief Technology Officer (OCTO) to identify a significant number of datasets that OCA and OCTO expect to publish online later this year. If no dataset from DGS is selected to be included in this 2014 release, we will continue to work with OCA and OCTO to identify datasets appropriate to publish in 2015. In the future, requirements for open data reporting will be provided by the Chief Data Officer.

2) **Public Engagement and Participation**

Describe the steps your agency has taken or plans to take to enhance or expand opportunities for the public to participate in agency decision-making. Please include a description of:

- *How your agency provides online access to proposed rules and regulations and secures public input on them. Please list links to specific websites.*

  Response:
  DGS did not promulgate rules or regulations during 2014. If the agency elects to publish proposed rules or regulations, the agency will make such information available on its website and create a separate email account or other platform to receive public comments.

- *How your agency shares information and resources to keep the public properly informed, e.g. community meetings, public hearings, FAQs, and ways the public can provide input such as Twitter, grade.dc.gov, email contacts.*

  Response:
  DGS currently devotes considerable effort to ensure that community stakeholders are engaged in the execution of large construction projects and significant real estate transactions. This engagement includes multiple community meetings with community stakeholders, ANC Commissioners and contractors/construction/design professionals and also the distribution of project documents to stakeholders upon request. DGS is actively engaged on social media to provide information as well as to gather feedback and concerns related to agency activities. Community meetings are conducted in connection with any disposition of District real property and these meetings include discussions of transaction terms and anticipated community benefits. As another example, the agency meets with the Eastern Market Advisory

Council monthly to address any concerns related to the management and operation of the Eastern market. The minutes from these meetings are posted online.

- *How your agency identifies stakeholders and invites their participation.*

Response:

DGS is a member of sixty-seven (67) local listservs, which represent over 33,000 District residents. Being an active member of local listservs has allowed the agency to continue to proactively identify and communicate the agency's brand as well as invite the participation of the community and stakeholders by engaging residents on upcoming DGS initiatives, events and projects.

Monitoring the listservs also provides the team an opportunity to hear what the DGS concerns are in the community in real-time and respond in a more timely fashion. Upon receipt of concerns the team works with sister agencies and/or internal DGS staff to provide timely responses to resident's concerns.

- *Steps your agency will take to improve public engagement and participation including any new feedback tools or mechanisms the agency is considering.*

Response:

In FY14, DGS will continue to implement and use web-based social networks and programs such as Facebook, Twitter, YouTube, Google+, LinkedIn, Tumblr, Instagram, Vine and Pinterest to maximize outreach, solicit feedback and enable consistent communication.

We will continue to grow our online presence on social media networks by encouraging additional DGS employees to establish Twitter accounts as a method to reach their prospective audiences.

All of our social media networks are used to provide residents with information on upcoming ribbon cuttings, ground breakings, community meetings, DGS public hearings, DGS initiatives and DGS solicitations to name a few. The Twitter and Facebook accounts continue to be an avenue for residents to provide positive and negative feedback to DGS in real time.

3) **Collaboration**

Describe the steps your agency has taken or plans to take to enhance or expand cooperation among departments, other governmental agencies, the public, and non-profit and private entities in fulfilling its obligations. Please include a description of:

- *How your agency currently collaborates with the above parties. Please list links to specific websites if appropriate. Steps your agency will take to improve collaboration with the above parties including any new feedback tools or mechanisms the agency is considering, e.g. prizes, competitions, and other innovative methods.*

Response:

DGS has implemented SmartDGS, a web-based application available to all District employees as a vehicle to report issues within District facilities, and encourages employees of other agencies throughout the District to utilize SmartDGS to report and track facility issues.

DGS works closely with other agencies throughout the District of Columbia government to identify space and to address real estate needs. This collaboration includes meeting with agencies to determine programming needs, space requirements, proper disposition of underutilized real property and minimum suitability requirements for agency space. Agencies are actively involved in the process of selecting prospective properties for agency use, from selection of property to construction of tenant improvements.

GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT OF MOTOR VEHICLES

Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this report describes how the Department of Motor Vehicles ("DC DMV") has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics: Transparency, Public Engagement and Participation, and Collaboration.

1) Transparency

The DC DMV's mission is to promote public safety by ensuring the safe operation of motor vehicles. DC DMV is committed to establishing and maintaining a system of transparency that increases the public's confidence in their government. To achieve this commitment, DC DMV has taken a number of steps to be more transparent, which include, but are not limited to, the following:

- DC DMV primarily shares information with the public through its website at www.dmv.dc.gov, which includes more than 700 pages of information related to services provided under its three operational program divisions: Adjudication Services, Driver Services, and Vehicle Services. Additionally, DC DMV proactively releases data related to ticket issuance and adjudication, revenue, etc. via annual reports, press releases, driver statistics, links to the D.C official code and municipal regulations, and ticket hearing dispositions.

- DC DMV offers more than 40 services that can be completed online or through the mail. By using these services, customers can "skip the trip" to our service center and conduct DMV business wherever and whenever they choose. Most online services are available from 6 am to 12 am, seven days a week. However, services such as vehicle inspection appointment scheduling, is available 24 hours per day.

- DC DMV provides customers with access to a host of online forms/applications from vehicle registration, tag, and title applications to license/identification, legal, and medical forms, which can all be downloaded directly from the DC DMV website. In addition to forms that customers need to complete their transactions, DC DMV provides informational brochures that explain department policies and procedures. Some of the more recent brochures include: central issuance of driver licenses and identification cards and REAL ID and Limited Purpose credentials.

- DC DMV Service Center Waiting Area webcams are available on the DC DMV website and allow customers to view service center waiting areas prior to visiting a service

center from any internet accessible device. Images refresh every 15-30 seconds during normal business hours.

- For information that cannot be found on the DC DMV Website, the agency encourages the public to submit a Freedom of Information Act (FOIA) request for documents via the DC Government Public FOIA Portal at https://foia-dc.gov/palMain.aspx. Requests may also be submitted by mail or fax. Additionally, DC DMV has a dedicated FOIA Officer, who serves as the principal point of contact within DC DMV for advice and policy guidance on matters pertaining to the administration of the FOIA.

- The DC DMV is working closely with the Office of the City Administrator (OCA) and the Office of the Chief Technology Officer (OCTO) to identify a significant number of datasets that OCA and OCTO expect to publish online later this year. If no dataset from DC DMV is selected to be included in this 2014 release, we will continue to work with OCA and OCTO to identify datasets appropriate to publish in 2015. In the future, requirements for open data reporting will be provided by the Chief Data Officer.

2) Public Engagement and Participation

The DC DMV continuously seeks to create innovative ways to enhance or expand opportunities for the public to engage with agency personnel. These steps include, but are not limited to, the following:

- The DC DMV shares important information and resources to keep the public informed through a number of traditional communication mediums, such as community and ANC listservs and meetings, as well as, social media communications vehicles. Twitter and Facebook is the most common way that customers communicate with the DC DMV. The agency's Twitter (@dcdmv) and Facebook (@DC Department of Motor Vehicles) accounts are monitored Monday – Friday from 8am-5pm. The agency sends out a minimum of five tweets per day and those same tweets are posted to Facebook such that the two are sharing the same information simultaneously.

  Customers have the ability to describe their experience(s) through grade.dc.gov. This program enables the public to submit comments/feedback. The goal is to help the DC DMV to improve the quality of its services. Additionally, through the DC DMV's Customer Service Survey Program, comment cards are used at each service center for customers to provide important feedback regarding their experience at the DC DMV. Most surveys are completed anonymously; however, occasionally, customers may provide contact information and request a follow-up. In those instances, a DC DMV representative will reach out to the customer regarding the issue. The program is designed primarily to measure customer satisfaction and

provide a forum for customers to evaluate their experience and make recommendations.

- The DC DMV announced the launch of *The Parent's Supervised Driving Program,* an innovative new program sponsored by Ford Motor Company and State Farm Insurance that is designed to assist teens in becoming safe and responsible drivers. The curriculum provides parents and guardians with a simple, easy to follow plan. This free tool optimizes the 50 hours of parental supervised driving required for the approximately 5,000 District of Columbia teens seeking learner permits each year.

- On May 1, 2014, the DC DMV began issuing a REAL ID Credential and a Limited Purpose Credential. FAQ's, a Step-by-Step Process Guide, and a List of Acceptable Documents brochure was developed and made available to customers by mail, online, and distributed at each service center. DC DMV Administrators attended Advisory Neighborhood Council (ANC) meetings and community forums to engage and inform residents of the new process, and answer questions.

- The DC DMV launched its Online Medical Referral Process. Through this process, concerned relatives, medical professionals, members of law enforcement and motor vehicle administrations have a formal process to report drivers whom they feel are unsafe drivers due to a medical, mental or vision condition.

- On a monthly basis, the DC DMV distributes an e-newsletter to more than 300,000 subscribers. The newsletter contains information about online services, DC DMV policies and programs, and holiday closings.

3) **Collaboration**

DC DMV continues to take steps to enhance or expand cooperation among local and federal agencies, the public, and non-profit and private entities in fulfilling its obligations. Many of these initiatives include, but are not limited to, the following:

- In support of a federal initiative, DC DMV implemented a program that waives the commercial driver license skills test for eligible former military service members. The requirements include that the person be presently licensed; was employed within the last 90 days in a military position requiring the operation of a commercial motor vehicle; and was operating a vehicle representative of the commercial motor vehicle the applicant operates or expects to operate, for at least the two (2) years immediately preceding discharge from the military.

- The Ex-Offender Program provides that DC residents released from prison within the last six (6) months may obtain an identification card free of charge by submitting an authorized letter from the DC Department of Corrections (DC DOC), Court Services & Offender Supervision Agency (CSOSA) or DC Parole and Probation Agency.

- On a monthly basis, representatives from the DC DMV Adjudication Services and General Counsel's office attend an interagency meeting with the Department of Public Works (DPW), District Department of Transportation (DDOT), Metropolitan Police Department (MPD), and Office of Unified Communications (OUC) to address mutual concerns regarding operations, policy, legislative changes, communication, and customer service as it relates to ticketing and adjudication.

- Representatives from Adjudication Services partner with the Court Services and Offender Supervision Agency (CSOSA) to present information at its annual meeting regarding driver license suspension, revocation, and reinstatement as a result of DUI charges and other DMV driver license initiatives.

- DC DMV offers assistance to members of the DC Superior Court defense bar with creating presentation materials regarding DMV consequences of traffic convictions, non-driving related drug convictions, and CDL violations.

GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT OF PUBLIC WORKS

Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this Report describes how the Department of Public Works has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics:

1) Transparency

Describe the steps your agency has taken or plans to take to be more transparent. Please include a description of:

- *How and to what extent your agency shares information with the public, e.g. publication of information in the District register and on the agency website, press releases, and documents in the agency's FOIAXpress reading room.*

  The Department of Public Works communicates daily with the public through our Twitter and Facebook accounts, neighborhood listservs and through news releases describing service delivery, e.g., holiday trash/recycling collection schedules. DPW also conducts a monthly online live chat with Director Howland and other DPW officials about various services.

- *How the agency meets its obligations pursuant to the District's Freedom of Information Act and Open Meetings Act.*

  DPW responds in a timely manner to all Freedom of Information Act (FOIA) requests. DPW is one of many agencies using the new FOIAXpress software to process FOIA requests and share information

  This spring, DPW conducted two public meetings to receive community input to inform the Solid Waste Strategy Roadmap, a plan being developed to determine how to dispose of solid waste in the future.

- *Steps your agency will take to increase public access to information.*

  DPW is launching its Instagram site in FY 2015.

- *Steps your agency will take, including an implementation timeline, to webcast live and archive on the internet board or commission meetings. (This question only applies to agencies that are overseen or advised by a board or commission that is subject to the Open Meetings Act.)*

N/A

- *How your agency has taken or plans to take steps to make more of its data available to the public.*

DPW is working closely with the Office of the City Administrator (OCA) and the Office of the Chief Technology Officer (OCTO) to identify a significant number of datasets that OCA and OCTO expect to publish online later this year. If no dataset from DPW is selected to be included in this 2014 release, we will continue to work with OCA and OCTO to identify datasets appropriate to publish in 2015. In the future, requirements for open data reporting will be provided by the Chief Data Officer.

2) **Public Engagement and Participation**

Describe the steps your agency has taken or plans to take to enhance or expand opportunities for the public to participate in agency decision-making. Please include a description of:

- *How your agency provides online access to proposed rules and regulations and secures public input on them. Please list links to specific websites.*

  N/A

- *How your agency shares information and resources to keep the public properly informed, e.g. community meetings, public hearings, FAQs, and ways the public can provide input such as Twitter, grade.dc.gov, email contacts.*

  DPW has a very strong presence on Twitter, Facebook, neighborhood listservs and grade.dc.gov. Residents and others use these communications channels to seek and receive information from us. DPW's Solid Waste Education and Enforcement Program (SWEEP) staff regularly attend community meetings, special events, e.g., Truck Touch and other government-sponsored events, and walk-throughs to share information about proper sanitation practices. As mentioned above, DPW also conducts a monthly online live chat where the public can interact with DPW officials, including Director Howland, about our services.

- *How your agency identifies stakeholders and invites their participation.*

  DPW considers all residents to be among our stakeholders; therefore, we use multiple means to engage with them.

- *Steps your agency will take to improve public engagement and participation including any new feedback tools or mechanisms the agency is considering.*

DPW is launching our Instagram site in FY 2015.

3) **Collaboration**

Describe the steps your agency has taken or plans to take to enhance or expand cooperation among departments, other governmental agencies, the public, and non-profit and private entities in fulfilling its obligations. Please include a description of:

- *How your agency currently collaborates with the above parties. Please list links to specific websites if appropriate.*

  A prime example is the Snow and Ice Removal Program. The snow program is among the District's most integrated operations, involving DPW, DDOT, DGS, OUC, DC Water, DOC, HSEMA, MPD, FEMS, and DCPS, depending upon the severity of the weather.

  Serve DC and the DC Office on Aging will assist seniors and persons with disabilities with clearing their sidewalks of snow and ice.

- *Steps your agency will take to improve collaboration with the above parties including any new feedback tools or mechanisms the agency is considering, e.g. prizes, competitions, and other innovative methods.*

  DPW will conduct a joint "One Fund" outreach event November 14 with several other DC government agencies to extend our reach to interest employees in donating to the non-profits participating in this program.

GOVERNMENT OF THE DISTRICT OF COLUMBIA
[DISTRICT DEPARTMENT OF TRANSPORTATION]

Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this Report describes how the District Department of Transportation (DDOT) has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics:

Transparency

DDOT has taken the following steps to be more transparent:

Public Information Sharing

In addition to sharing various press releases, traffic advisories, notices about forthcoming regulations and public meeting notices (discussed later in the "Public Engagement and Participation" section), DDOT has made the following user-friendly online tools available to the public, which increase awareness about the agency:

- Freedom of Information Act (FOIA) – DDOT receives and responds to FOIA request via FOIA Express; however, many requests are voluminous and DDOT is in the process of utilizing the FOIA Express Reading Room. Last year, DDOT responded to at least 300 FOIA requests and in the spirit of transparency often waives the fees for requesters to obtain their documents.
- DDOTDashboard – Provides data on District traffic safety, roadway conditions, infrastructure projects, transit initiatives, operating budget and expenditures and customer service.
- Track DC – Features windows into DDOT's budget and operational information, performance indicators, documents made available under the Freedom of Information Act (FOIA), website traffic and links to the agency's various social media platforms.
- DDOT Compendium – A tool that provides comprehensive information about DDOT policies, procedures, and services in an online, searchable format. The Compendium contains a variety of documents and reference materials—ranging from regulations, federal legislation, and transportation studies, to online permit look-up tools and FAQs—organized by topic into summary pages that provide links to related documents and references.

- Urban Forestry Administration's GIS Maps – DDOT's Urban Forestry Administration (UFA) provides numerous geographic information system (GIS) maps that feature data on tree removals, tree plantings, invasive insect sightings, responses to severe weather events, etc.
- CaBiDashboard – Provides metrics on DDOT's Capital Bikeshare program, including ridership; fleet performance and safety; customer service and membership.
- DDOT Permit Viewer – Offers information about permit locations and permitted activities citywide. This application is available as a website and as a mobile application for iOS, Windows 8 and Android devices.
- DDOT Permit Locator – Features GIS maps and datasets allowing the public quick retrieval of public space permit information.
- Data Warehouse – Provides access to over 500 datasets from multiple agencies, facilitating increased District-wide responsive and enhanced organizational performance.
- Feature Services – Delivers real-time data feeds of various DDOT service applications.

Future Information Sharing Initiatives

Moving forward, DDOT plans to roll out the following initiatives to increase the agency's transparency and provide more amounts of valuable data to the public:

- **Interactive Project "Life Cycle"** – DDOT is working with the Office of the Chief Financial Officer (OCFO) to develop a platform to display the entire "life cycle" of DDOT projects: from conception, through the procurement, solicitation and award process toward the completed product.
- **Linking Office of the Chief Technology Officer Initiatives on DDOT's Website**
- **Displaying DDOT's Infrastructure Assets in GIS Format**

DDOT is also working closely with the Office of the City Administrator (OCA) and OCTO to identify a significant number of datasets that OCA and OCTO expect to publish online later this year.

Public Engagement and Participation

DDOT has made it a priority to enhance and expand opportunities for the public to participate in agency decision-making by taking the following measures:

Providing Online Access to Proposed Rules to Regulations

DDOT Routinely announces the release of new rules and regulations online and via email and various social media platforms (for example, the "Publication of Proposed Rules to Formalize the Public Participation Process for Service or Fare

Adjustments to the DC Circulator" and the agency's Curbside Management Study).

Sharing Information and Resources

DDOT uses a variety of platforms and methods to share agency information and resources to keep the public properly informed:

- **Community Meetings** – In addition to participating in community meetings (for example, Advisory Neighborhood Commission (ANC) meetings) DDOT has held several Ward-based meetings over the past year (for example, in Ward 7 and Ward 8), and plans to hold meetings in all of the District's eight Wards in FY 2014. The agency also routinely holds public meetings on various DDOT projects and initiatives.
- **Press Releases and Traffic Advisories** – DDOT issues press releases and traffic advisories to its email listservs and then disseminates them on its website and through various social media platforms.
- **Social Media** – In addition to email and website outreach, DDOT keeps the public up-to-date on its various initiatives and solicits feedback via Twitter, Facebook and its blog, d. dish.
- **Grade DC** – DDOT asks for the public's input on its policies and practices through Mayor Vincent Gray's Grade DC initiative, and has received an "A"-level grade in each month for the past year.

GOVERNMENT OF THE DISTRICT OF COLUMBIA
Office of Contracting and Procurement

Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this Report describes how the Office of Contracting and Procurement has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics:

1) Transparency

In FY14, transparency was a top priority for the Office of Contracting and Procurement. The overarching goal was to build on the publicly reported data that OCP currently shares to provide the public with better insight as to how OCP spends taxpayer dollars on behalf of District agencies. For several years, OCP has made the following data sets publicly available: purchase orders, purchase card transactions, notices of contract award, and notices of intent to award sole source contracts.

In FY14, OCP started the following initiatives in an effort to improve transparency:

- In conjunction with OCTO, the agency's website was reorganized to make it more user-friendly and the information more readily accessible to our customers.
- The OCP IT team created a link between the Procurement Automated Support System and the OCP website to automatically publish awarded contracts to the website. The training manuals and sessions for the staff and the legal team are almost complete and the official rollout is expected in the next 60 to 90 days.

In FY15, OCP will continue its work to advance transparency in compliance with the Procurement Practices Reform Act of 2010 and to improve overall understanding of the contracting process.

2) Public Engagement and Participation

Rules and Regulations

The rules and regulations that guide OCP's work are the 27 DC Municipal Regulations and the Procurement Practices Reform Act of 2010, and are posted on the OCP website here and here. OCP follows standard procedures for promulgating all proposed rule changes in the DC Register for the 30 day comment period.

Stakeholder Engagement

The OCP Customer Contact Center (CCC) is the primary point-of-contact for the vendor community and our agency customers. The CCC team provides general information to vendors, technical support, and vendor education.

On a monthly basis, OCP offers two workshops to provide vendors an understanding of how to do business with the District, namely the General Vendor Workshop and the DC Supply Schedule workshop. These workshops provide a general overview of the procurement process, the basic requirements for a vendor to meet to do business with the District, and the application process for the DC Supply Schedule. OCP partners with the Department of Small and Local Business Development to facilitate the workshops.

In addition to the vendor workshops offered by OCP, the agency also participated in over 10 community events aimed at introducing the vendor community to doing business with the District. These events included:

- Councilmember Vincent Orange's Small Business Summit;
- Greater Brookland Business Association monthly meeting;
- Fort Myer Small Business Roundtable
- Second Annual DC to Africa: Growing Local, Going Global Business Symposium; and
- National Black Business League Annual ProBiz Conference, among others.

In FY14, OCP also targeted the Certified Business Enterprise (CBE) community to introduce two programs that are growing rapidly:

- **Surplus Property –** The OCP Surplus Property program auctions gently used furniture, office supplies and equipment, vehicles, and other items that have been surplused from District government agencies as well as provides District-based 8A firms and non-profit organizations access to the federal surplus property program. In FY14, the Surplus Property program organized three roundtables to introduce non-profit organizations and the CBE community to the surplus property available to them through OCP.
- **Sustainable Purchasing –** In FY14, another major project was the development of sustainable purchasing specifications and policies to inform some purchasing decisions. In December 2013, OCP, in partnership with DSLBD, hosted 35 vendors at a roundtable to gain insight and feedback from the District's vendors that offer sustainable products.

In planning for FY15, the priority is to create more opportunities for proactive engagement with the vendor community and other key stakeholders to educate them on the procurement process and the programs OCP . One such idea is a reverse trade fair, which gives small businesses an opportunity to market to District Government agencies that procure their goods and services. Another idea in the works is to promote our public facing programs through social media.

3) **Collaboration**

In FY14, one of the Chief Procurement Officer's priorities was eliminating silos that impede seamless coordination between the procurement office and the agency program. Accordingly, collaboration is the centerpiece of the procurement reform initiative OCP has led over the last 18 months. In February 2014, the Chief Procurement Officer announced the agency's shift to the Delegated Procurement Authority model to better support its customer agencies' procurement needs. Sixty members of the contracting staff were assigned to 22 customer agencies to serve as in- house procurement experts. The contracting staff now works closely with the program and budget teams at customer agencies to plan and execute their procurement needs. OCP anticipates improved customer satisfaction and potentially reduced cycle times and improved overall customer satisfaction.

In FY15, OCP's plan is to regularly measure agency customer satisfaction through a variety of survey methods. The goal is to make policy and practice decisions based on real data and feedback from our customers.

GOVERNMENT OF THE DISTRICT OF COLUMBIA
OFFICE OF HUMAN RIGHTS

Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this Report describes how the DC Office of Human Rights (OHR) has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics:

1) Transparency

OHR has taken significant steps over the last few years to become more transparent, and will continue to do so in fiscal year 2015. Existing transparency-related projects and efforts include:

- Providing case data via our annual report, which is also available on our website at ohr.dc.gov/page/annualreports. Annual publicly reported data includes: number of discrimination cases docketed by area and by protected trait, average mediation settlement rate and monetary totals, number of language access investigations and results, Commission on Human Rights caseload and other important information.
- Publishing our first report on progress of the Citywide Youth Bullying Prevention Program, including detailed data and information about the number of Local Education Agencies (LEAs) with bullying prevention policies, the number that are compliant with requirements in the Youth Bullying Prevention Act of 2012, and which requirements are not met by each LEA. Additionally, OHR launched an online Know Your Policy web portal allowing parents and guardians easy access to the bullying prevention policy and primary bullying prevention contact at their child's LEA.
- Publishing agency information on our website, including all media releases, all external reports (including our annual report, Language Access reports and research reports), laws we enforce, internal personnel processes and procedures, and complaint processes and procedures. We also provide numerous facts sheets and documents to help residents better understand office functions and work.
- Responding to and providing contact information for Freedom of Information Act requests, and making information available on our website at ohr.dc.gov/page/opengovernment.
- Posting all Commission on Human Rights and Citywide Youth Bullying Prevention Task Force meetings on the website as required under the Open Meetings Act. Additional OHR events not covered under the Open Meetings Act are also posted on our website.

- Posting meeting minutes from the Commission on Human Rights open meetings.
- Working closely with the Office of the City Administrator (OCA) and the Office of the Chief Technology Officer (OCTO) to identify a significant number of datasets that OCA and OCTO expect to publish online later this year. If no dataset from our agency is selected to be included in this 2014 release, we will continue to work with OCA and OCTO to identify datasets appropriate to publish in 2015. In the future, requirements for open data reporting will be provided by the Chief Data Officer.

In addition to continuing the above transparency-related projects, OHR plans to implement the following efforts:

- Providing the number of inquiries made to the office regarding discrimination, to provide a fuller picture of the number of complaints the agency receives in a fiscal year.
- Releasing more detailed geographic data about the cases docketed with our office, including the number of cases filed by residents in each ward, and the wards in which respondents are located.
- Publishing our first Citywide Bullying Prevention Program annual report, which goes beyond the aforementioned school-specific data to include policy-related information on youth-serving government agencies and their grantees.
- Increasing available information about cases before the Commission on Human Rights, including criminal background cases, number of cases certified for the Commission and number of decisions rendered.
- Providing live webcasts of open meetings of the Commission on Human Rights and Mayor's Citywide Youth Bullying Prevention Task Force, including archive webcasts of the meetings online.
- Posting meeting minutes from open meetings of the Mayor's Citywide Youth Bullying Prevention Task Force.

2) **Public Engagement and Participation**

OHR has dramatically increased its public engagement and participation efforts over the past year, and continued existing efforts, which includes:

- Hiring a Community Outreach Coordinator focused on engaging the public to educate them about civil rights in the District and to receive feedback on OHR's work and opportunities to improve. The Coordinator also attends the meetings of non-profit organizations, Advisory Neighborhood Commissions, tenant groups and other community organizations to explain the agency, answer questions and receive feedback.
- Increasing our housing discrimination outreach efforts significantly, with a 400 percent increase in the number of housing-related events, trainings and meetings we have attended.

- Posting agency information, events and other engagement opportunities on our website, our social media platforms and through our email listserv.
- Providing information online and through social media about how to submit information during open comment periods for revising regulations related to the Youth Bullying Prevention Act of 2012 and the Language Access Act of 2004.
- Developing new, innovative and efficient methods for reporting discrimination by taxicabs, and single-stall public bathrooms that are not-compliant with a requirement they be gender-neutral. OHR partnered with the DC Taxicab Commission (DCTC) to create a joint, simplified form for reporting taxicab discrimination, and allowed people to file complaints about bathrooms via our Twitter handle or by using the hashtag #SafeBathroomsDC. More about the taxicab discrimination form is available at ohr.dc.gov/taxis. More about the SafeBathroomsDC campaign is available at ohr.dc.gov/bathrooms.
- Creating a new general brochure that more clearly describes the agency for the general public, and developing numerous fact sheets in multiple languages to help describe the OHR complaints process, the Language Access Program and the Citywide Youth Bullying Prevention Program.
- Launching language support pages in Amharic, Chinese, French, Korean, Spanish and Vietnamese, which provide basic OHR information and vital documents in those languages.
- Responding to all requests made via the "Ask the Director" email address within two business days.

In addition to continuing the above efforts, in fiscal year 2015 OHR is considering:

- Creating new, more efficient methods for reporting certain categories of discrimination complaints.
- Developing additional FAQ sheets for our programs and for new laws we enforce.

3) **Collaboration**

OHR has increased its collaboration with other government agencies and community organizations in the last year, including:

- Launching the Human Rights Liaison training initiative, bringing key staff from community organizations into a full-day training to learn about District civil rights laws, tips for identifying discrimination, and the OHR complaint process. The training programs – which have trained almost 30 individuals from almost as many organizations – aims to engage community organizations in our work and provide them with the information necessary to assist their clients when discrimination may have occurred.

- Developing the joint taxicab discrimination form with the DC Taxicab Commission and maintaining dialogue on how to reduce discrimination by taxi drivers.
- Conducting a survey to determine how government agencies and partner organizations view collaborations with OHR.
- Participating in the DC Taxicab Commission Disability Advisory Committee, which brings together disability advocates, government agencies and the taxicab industry to research ways to provide more accessible taxis.
- Building partnerships with immigrant advocacy groups and direct service providers. This included holding two events aimed at learning the needs of those who speak limited or no English when engaging with government agencies, and to determine additional services government could provide.
- Engaging over 20 organizations and agencies from the Mayor's Citywide Youth Bullying Prevention Task Force to hold an event for parents and guardians looking for tools and tips to prevent bullying among youth.
- Conducting dozens of presentations and trainings for community organizations and government agencies (such as the Office of Police Complaints) to better educate the public about civil rights laws and OHR functions.

In fiscal year 2015, OHR plans to:

- Expand its Human Rights Liaison training program to incorporate more community organizations and direct service providers from a greater variety of communities.
- Continue collaborating with the DC Taxicab Commission to determine new proactive initiatives aimed at reducing taxicab discrimination.
- Conduct a survey of partner agencies and organizations to further determine the experience of such entities in working with OHR.
- Create an "Ask OHR" social media campaign that prompts followers to ask questions and provide feedback to the agency.

GOVERNMENT OF THE DISTRICT OF COLUMBIA
Office of the Chief Technology Officer

Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this Report describes how the Office of the Chief Technology Officer (OCTO) has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics:

Transparency

The Office of the Chief Technology Officer (OCTO) regularly shares press releases, announcements, public services, and other information via several agency-managed web sites including:

- OCTO Main web site octo.dc.gov
- DC-Net sub site dcnet.dc.gov
- Connect DC sub site connect.dc.gov
- DC Data Catalog data.dc.gov
- GIS updates via GovDelivery http://octo.dc.gov/service/dc-gis-services

OCTO also manages several active and engaging Twitter accounts:

- Twitter @octodc
- Twitter @dcgovweb
- Twitter @connectdotdc
- Instagram @connectdotdc
- YouTube @connectdotdc
- Twitter @DCNetGov

The agency also manages several online applications that provide valuable information to the public including the DC GIS Mapping Tool, DC Public Wi-Fi Hotspot Finder, among many others available here: http://octo.dc.gov/node/708212. These applications are regularly promoted both online and through community outreach activities.

OCTO believes the vast amount of information available on data.dc.gov and octo.dc.gov web sites contributes to the small number of FOIA requests to the agency. Information on everything from purchase card transactions, current and needed contractor support, purchase orders, etc. is all readily available.

District's Freedom of Information Act and Open Meetings Act

The Office of the Chief Technology Officer (OCTO) annually receives a small number of FOIA requests for OCTO-specific information. For example, in FY 2013 the agency only received 14 requests with 4 of those were rerouted to other agencies with a 100 percent closure rate. The OCTO requests were closed within an average of 2.4 days. The preliminary FY 2014 numbers are following the same trend and will be fully reporting in early 2015.

As owner of the City-wide Messaging System for partner agencies, OCTO receives a large number of requests for specific emails to and/or from certain individuals and/or containing certain names or words. Pursuant to **Mayor's Order 2008-88,** "Access to Email Traffic of District Government Employees", OCTO is to provide the relevant emails back to partner agencies to review and provide to requestor.

In FY 2014, OCTO fulfilled 528 requests for emails from partner agencies originating from FOIA requests or litigation.

FOIAXpress Support

The Office of the Chief Technology Officer (OCTO) served as the technical lead and project manager for the launch of Executive Office of Mayor's (EOM) FOIAXpress system - a new online system for submitting and processing Freedom of Information Act (FOIA) requests to District government agencies.

The new portal, powered by industry leader "FOIAXpress," is the District's first-ever citywide FOIA processing system. At its launch, more than 50 District agencies will be included. Additional agencies will be added to the system in the next fiscal year.

The new DC Government Public FOIA Portal will allow requesters to submit public records requests for any of the participating agencies to a centralized website. The requests will be assigned a unique tracking number, and users will be able to track the status of the request.

The system will also permit the District to generate reports to determine whether agencies are meeting their FOIA obligations in a timely manner. Further, it will allow agencies to publish documents to an online reading room for information that is required to be made public under FOIA and the Mayor's Open Government and Transparency Directive, including frequently requested information under FOIA.

Open Meetings Act

OCTO does not convene meeting subject to the Open Meetings Act.

Increasing Public Access to Information

The Office of the Chief Technology Officer (OCTO) works with District agencies to deliver transparency through our Citywide Data Warehouse and its Open Data Catalog. But this is not an agency, nor an administration, that rests on past achievements. OCTO and the City Administrator's Office are investing heavily in a next generation Data Catalog to take the city even farther than we are today in terms of transparency.

The DC Geographic Information Program (DC GIS), administered by the Office of the Chief Technology Officer (OCTO), will utilize open source technology to increase public access to the vast amount of information it creates and receives from our District agency partners.

In doing so, we hope residents can make more informed decisions about their government and our community. The new site intends to make the District's data more discoverable, explorable and transparent to foster greater participation and collaboration with all stakeholders.

The new site is expected to launch in Fall 2014.

Track.DC.Gov

Originally launched in February 2010, Track.DC.Gov was lauded by open government advocates and city fiscal watchdogs. The Sunlight Foundation even said "both substance wise and technically, it out-athletes the White House's Open Government dashboard." While it was an innovation at the time, the site had seen little change or improvements and had grown stale.

The Office of the Chief Technology Officer (OCTO) has completely revamped the tool's user interface and added new data sets and subsets to give a more transparent view of each agencies performance. Data includes:

Data visualizations are now dynamic and allow more intuitive drill downs into individual data sets. The data behind each of the widgets can now be downloaded directly from the site.

The tool's accessibility has also been greatly improved with charts and graphics now also displayed in chart forms with clear text labels for those with disabilities.

The tool is expected to go live in Fall 2014.

Chief Data Officer

In response to an executive order, the Office of the Chief Technology Officer (OCTO) has designated an Interim Chief Data Officer (CDO) to assist in the deployment of the near term milestones outlined in the Transparency, Open Government and Open Data Directive and to help coordinate additional open data programming. In Fall 2014, the Chief Technology Officer will identify candidates and hire a permanent CDO to lead the Open Data Program.

Open Government Advisory Group

As outlined in Mayor's Order 2014-170, "Transparency, Open Government and Open Data Directive," the Office of the Chief Technology Officer (OCTO) and its Chief Data Officer will co-chair a new Open Government Advisory Group.

The group will advise the District on improving transparency and helping establish strong policies for managing data in addition to setting short and long terms goals to make the District as open as possible. The group is also charged with monitoring and evaluating the District's progress in meeting the requirements of Order 2014-170.

The group will be announced in Fall 2014 and OCTO expects meetings to begin immediately. All meetings will be open to the public and meeting time and location, minutes, decisions, etc. will also be posted to DC.gov.

Open Meeting Act

The Office of the Chief Technology Officer (OCTO) is not overseen or advised by a board or commission that is subject to the Open Meetings Act.

Public Access to Data

The Office of the Chief Technology Officer (OCTO) is working closely with the Office of the City Administrator (OCA) to identify additional datasets that OCA and OCTO expect to publish online later this year. We currently have more than 570 data sets slated to be available online on the new Open Data site, we will continue to work with OCA to identify datasets appropriate to publish in 2015 and beyond.

Public Engagement and Participation

Online Access to Proposed Rules and Regulations

The Office of the Chief Technology Officer (OCTO) is not a regulatory agency and does propose rules and regulations.

Information Sharing

The Office of the Chief Technology Officer (OCTO) plays a unique role with District Government as we both provide the technology and support to our partner agencies to conduct outreach activities and implement our own outreach efforts.

For example, OCTO oversees DC.Gov, the District's web portal (see page 5 for details.) OCTO's web team assists agencies in publishing information about District agency activity.

Supporting Partner Agencies

OCTO has done a massive amount of work over the past two years to get the city closer to completion of a major, multi-year project to upgrade the city's web sites and platform to improve how the District communicates with the public. Our web team migrated some of the most complex and difficult sites during this period, they also worked with agency staff to update the content.

The DC.Gov portal's 100-plus agency and program sites generate annual traffic higher than many municipalities and counties with comparable populations (e.g. Boston and Montgomery County, Md.), with more than 14 million visitors making 29 million visits in 2013 (a 7 percent increase in visitors over 2012).

DC.Gov website won first place for city portals in e.Republic's Center for Digital Government's 2014 Best of the Web and Digital Government Achievement Awards. DC.Gov was a Top 10 finalist in 2013, and previously won Best of the Web in 2005.

Highlighted several recent upgrades to DC.gov:

- The introduction of the portal's new responsive design, which automatically adjusts to fit the screens of any tablet or mobile device, positioning DC.Gov for the explosive growth and use of mobile devices. For example, only 1% of the visitors to DC.Gov used a mobile device in 2009, while almost 30% of visitors are expected to use a mobile device in 2014;
- Migration of almost all agency sites to the open-source Drupal platform;
- Significant improvement in resident- and business-centric navigation to make information and services easier to find;
- A clean, simple design to improve visitor experience; and
- New help pages for non-English-speaking residents.

The OCTO-run @dcgovweb has also been a major asset in distributing information and updates from all agencies to a wider audience. It also provides essential customer service to public by engaging residents with questions about the DC.gov portal or routing questions to other agency Twitter accounts or websites. The account quickly gained nearly 3,500 followers and is growing at a steady space.

OCTO also lead the District's first All-Hands Twitter Townhall - using #dcgovwebchat and moderated by @octodc and @dcgovweb - to highlight District government services and improvements. There were than 62 users, 235 tweets and over a million impressions on 140,000 timelines. A number of agencies participated including DPR, DCRA, DDOT, HSEMA and the Executive Office of the Mayor (EOM).

Grade.dc.gov

The Office of the Chief Technology Officer (OCTO) worked closely with the Mayor's Office to design, develop and deploy grade.dc.gov in June 2012 to provide the public with an easy, accessible way to provide feedback on agency performance. Originally piloted with just 5 District agencies, grade.dc.gov now provides monthly grades on 15 agencies. In January 2014, OCTO made the site responsive, making access to the information, as well as the ability to provide input for grades much easier for residents and visitors.

Our Communications Efforts

OCTO's Digital Inclusion Initiative (DII), branded as OCTO Connect.DC, functions as an effective outreach entity and sponsor of community events and partnerships with local partners, targeting specific neighborhoods to find ways to impact technology adoption and deliver computer training, broadband access, and technology outreach to underserved communities.

Outreach activities include:

- Partner with local service entities like Byte Back and the Latino Economic Development Center (LEDC) to provide computer training to additional District residents, bringing OCTO's grant to date total to about 8,000;
- Deployed more than 170 computers for public use in District-owned recreation centers, senior wellness centers, American Job Centers, and a returning citizen resource center;
- Held numerous Mobile Technology Lab events, including 10 Smart911 sign-up events in support of an effort by our friends at OUC;
- Went on the road with our technology lab in November 2013 with the DCHBX team to help them with health insurance enrollment;
- Hosted Community Broadband Summits to promote broadband adoption and engage community groups in our broadband outreach; and

- Deployed a text messaging platform to improve and enhance our reach to specific groups of DC residents.

While the grant funding is expired, we will continue to fund our digital divide outreach activities with OCTO's local budget to ensure that these important efforts continue.

DC GIS Steering Committee (GISSC)

The GISSC fosters communication and cooperation amongst the DC GIS stakeholder community including District agencies, federal agencies, non-profit, and private sector GIS users in the District of Columbia. It serves as the primary decision-making body to establish and implement DC GIS policies and standards.

The Committee takes into account needs and resources while seeking multilateral input, participation and support in defining and approving GIS projects, setting priorities and working through timelines. The GISSC meets quarterly and the meetings are open to the public, meeting agenda, minutes and presentations are posted online at: http://octo.dc.gov/node/702452 .

Stakeholder Identification

The Office of the Chief Technology Officer (OCTO) not only provides IT services to District and federal agencies and community organizations, we are also active members of the local, regional and national IT community. Our staff regularly attends and speaks at formal conferences, public meet-ups, summits, community meetings and other events.

We want feedback on everything we do. We actively identify and engage key stakeholders who can help us discover best practices, provide feedback on services and products, etc. We believe that by being available, open and active stakeholders will also come to us - and they have.

Improving Public Engagement and Participation

In addition to the accomplishments and plans listed in other sections, OCTO is currently reviewing and revising its communications strategy for both internal and external stakeholders.

OCTO is taking a data-driven approach to review web, social media and community relations to identify gaps in communications and identify any potential stakeholders or partners that can help us meet our objectives.

Highlights include:

- OCTO is currently researching and testing an online forum feature that would allow threaded, date-stamped conversations to be captured. This would allow for longer-term and more technical conversations to take place online.
- OCTO is also dedicating additional resources to:
    - Improve social engagement online
    - Increase direct-to-public "in real life" engagement for digital inclusion project
    - Streamline web presence
    - Engage developer community around new opendata.dc.gov site
    - Launch @opendatadc Twitter account to handle customer service support for new opendata.dc.gov site

Collaboration

OCTO's web team manages several cross agency websites that require collaboration among agencies in providing information and services to the public. For example, snow.dc.gov is a website that provides up-to-date information on snow events in the winter, including preparation for a snow event and monitoring of snowplow locations during an event. This information is provided by several agencies including DPW, DDOT and HSEMA.

OCTO's web team also creates temporary websites during emergency situations, such as Hurricane Sandy. These pages consolidate all information about District services and assistance from various agencies during these situations, enabling the public to come to a single website, rather than search for information on multiple websites.

GOVERNMENT OF THE DISTRICT OF COLUMBIA
DC TAXICAB COMMISSION

Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this Report describes how the DC Taxicab Commission has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics:

Transparency

- The DC Taxicab Commission (DCTC) communicates with the public through reports, testimony, press releases, letters and online posts as well as through media outlets and industry stakeholders. Interaction and engagement with customers, media and other agencies to provide updates and critical information ensures a thorough understanding of DCTC services, procedures and rulemakings. In addition, DCTC maintains the Freedom of Information Act (FOIA) acknowledgements and responses; files research, collects data and reviews records and performs redaction as warranted to fulfill the legal responsibilities to provide feedback to inquiries and act in an ethical manner to represent DCTC and the Mayor of the District of Columbia.

- The District is committed to a transparent, open form of government. DCTC makes certain records available online to the public (if those records exist). In cases where these records exist but are not yet available online, DCTC is working to provide them as soon as possible. Records available online include the following: employee salaries; budget information; minutes of public meetings; taxi driver Face IDs; DCTC regulations; DCTC purchases and contracts; organizational chart; DCTC performance plans; methods to submit feedback; and District-wide FOIA reports. The FOIA Officer can be contacted for further questions. To understand the process of submitting a FOIA request, please see foia.dc.gov.

- Access to most information sought by the public can be found on the DCTC website. Inquiries can be made online, by phone, standard mail, or by walking in to speak with a customer service representative.

- DCTC is undertaking serious consideration of the most cost-effective means to webcast live and archive commission meetings. This initiative is targeted for FY 2015.

- DCTC is working closely with the Office of the City Administrator (OCA) and the Office of the Chief Technology Officer (OCTO) to identify a significant number of datasets that OCA and OCTO expect to publish online

later this year. If no dataset from DCTC is selected in this 2014 release, work will continue to determine if there are appropriate datasets to publish in 2015. In the future, requirements for open data reporting will be provided by the Chief Data Officer.

Public Engagement and Participation

- The public is encouraged to provide feedback at regular General Commission Meetings and Public Hearings on regulatory matters. The agency website encourages feedback by having a direct link to “Ask the Director” questions, and offer opinions or suggestions. In addition customer feedback includes compliments, complaints, observations and suggestions.

- Most comments pertain to industry-related issues regarding regulations, and the clarification of rules and procedures. In addition customer feedback includes compliments, complaints, observations and suggestions. Proposed rulemaking is modified to respond to comments as warranted. Information is also shared through community meetings, public hearings and online.

- The mission of DCTC is to provide the citizens of the District of Columbia and its visitors a safe, comfortable, efficient and affordable taxicab experience in well-equipped vehicles operated by highly qualified individuals who have knowledge of the District's streets, boundaries, history and tourist destinations, as well as the basic tenets of high quality customer service. The Commission strives to provide taxicab owners and operators with a system of rules and regulations that are fair and transparent and that allow for technological advancements to be introduced to the industry and for properly qualified individuals to participate in the industry. At the same time, the Commission has the statutory responsibility to preserve the economic viability of the District's public vehicle for hire industry.

- As the regulatory agency with the responsibility to oversee the public vehicle for hire industry it is our statutory duty to maintain open lines of communication with the public as well as industry stakeholders. There is great emphasis on public engagement and participation to better inform proposed rulemaking.

Collaboration

- DCTC collaborates with several governmental agencies as well as both public and private entities. The Metropolitan Police Department (MPD) assists DCTC Public Vehicle Enforcement Inspectors with identifying illegal actions, operators and vehicles. The Office of Human Rights (OHR) investigates complaints to determine if the cause is due to discrimination. The DCTC Legal Department works with the Office of Policy and Legislative Affairs (OPLA) and the Office of the Attorney General (OAG) to prepare rulemaking.

The Department of Motor Vehicles (DMV) is a close partner that issues vehicle license plates. The Office of Contracting and Procurement (OCP) handles all solicitation for the services of outside vendors. In addition to managing the DCTC budget, the Office of Chief Financial Officer (OCFO) also collects the passenger surcharge which is the primary means of funding DCTC operations. The Office of Chief Technology Officer (OCTO) oversees and manages all District government websites and technical services. DCTC also engages with non-governmental agencies including: attending quarterly meetings of the Transportation Committee of the Metropolitan Washington Council of Governments (MWCOG); the monthly lunch meetings with the Hotel Association of Washington; the annual marketing presentation of Destination DC; and the distribution of the Events DC event calendar to the public vehicle for hire industry.

- Every effort will be made to continue the excellent cooperation between organizations. Yet, in order to better serve customers three new features are being introduced. DCTC, working with the Washington Metropolitan Area Transit Authority (WMATA), has developed the CAPS-DC program to offer an alternative to MetroAccess that provides an option for customers to ride in a standard taxicab without multiple stops and make a reservation one hour in advance. Another new communication mechanism is the Taxi Notification System. The recently implemented system provides a means for specific venues to alert on-duty taxis of the need for service for large groups. We expect to see a significant improvement in response times and vehicle loads. Lastly, in conjunction with the Office of Unified Communication (OUC) safety devices will be installed in all taxicabs licensed by DCTC for both the drivers and riders. The safety device will allow police, medical or DCTC Public Vehicle Enforcement Inspectors to respond immediately to calls for assistance. This platform should be fully operational by June 2015.

GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPUTY MAYORFOR HEALTH AND HUMANSERVICES

Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this Report describes how the office of the Deputy Mayor for Health and Human Services (DMHHS) has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics:

1) Transparency

- *The office of the Deputy Mayor for Health and Human Services publishes the following types of information on the website dmhhs.dc.gov:*
  - *Press releases and advisories from this office and selected releases and advisories from agencies in the cluster*
  - *Links to cluster agency websites and social media platforms*
  - *Links to the most-often requested health and human services*
  - *The names of the boards and commissions under our cluster's purview; those that have an online presence are hyperlinked*
  - *The information required by the Mayor's Order:*
    - *Public Employee Salary Information*
    - *DMHHS FY 2014 Proposed Budget*
    - *P Card Purchases*
    - *District-wide FOIA Reports*
    - *DMHHS Organizational Chart*
  - *The special projects—Age-Friendly DC and Service Members, Veterans and their Families—managed out of the office. The DMHHS website summarizes Age-Friendly DC and links to the website, agefriendly.dc.gov.*
- *DMHHS does not have any data sets. We are, however, working with agencies in the cluster to identify the various data sets that should be made public.*

2) Public Engagement and Participation

- *The office of the Deputy Mayor for Health and Human Services engages the public regularly. DMHHS:*
  - *Invites stakeholders for discussions regarding budget development and priorities*
  - *Holds stakeholder budget briefings*
  - *Emails stakeholder groups to share information about Cold Emergency notifications and plans*
  - *Attends community meetings*
- *DMHHS has created an extensive database of providers, advocates, and others interested in the issues relevant to our cluster agencies.*

- *For special projects, such as Age-Friendly DC and Service Members, Veterans and their Families, significant community engagement plans are developed and implemented which include activities such as online and paper surveys, community consultations and community symposia and meetings to gather information for strategic planning purposes.*

3) **Collaboration**

- *The office of the Deputy Mayor for Health and Human Services collaborates in all our work. Examples are:*
  - *One City Youth: DMHHS works closely with the Deputy Mayor for Education, the Deputy Mayor for Public Safety and Justice, and DC Children and Youth Investment Trust Corporation on One City Youth. One City Youth, started as One City Summer Initiative, is a citywide collaborative effort to improve outcomes for children and youth ages 5 to 24. One City Youth has a website (http://onecityyouth.dc.gov/), blog (http://onecityyouth.blogspot.com/), Twitter account (@onecityyouth, https://twitter.com/onecityyouth), and Facebook page (https://www.facebook.com/onecityyouth).*
  - *Age-Friendly DC: The Age-Friendly DC coordinator works closely with partners in- and outside of government. The most important of the partners is George Washington University; President Steven Knapp co-chairs the Age-Friendly DC Task Force with Deputy Mayor Otero. Mayor Gray has requested that DMHHS write the Age-Friendly DC strategic plan due to the World Health Organization at the end of 2014. The plan is based on the Task Force-approved goals and objectives. Age-Friendly DC has a website (http://agefriendly.dc.gov).*
  - *Homeless encampments: DMHHS plays a coordinating role with five primary agencies, and several others as needed, in implementing the protocol to address and abate encampments on public property and to connect the individuals with appropriate services and resources.*
  - *Cold Emergency Plan: In January 2014, Mayor Gray called on the government to better take care of individuals who are homeless during the extreme cold weather. The focus was on those who resisted entering shelter for safety. DMHHS, with the Deputy Mayor for Public Safety and Justice and the City Administrator, led more than 20 government and nonprofit agencies' response. Over the course of the winter, DMHHS and partners developed and fine-tuned a plan to care for homeless residents. DMHHS took responsibility for drafting the plan; while DMHHS wrote the plan, it reflects the work of various partners in and outside of government.*

GOVERNMENT OF THE DISTRICT OF COLUMBIA
DC CHILD AND FAMILY SERVICES AGENCY

Open Government Report 2014

Mayor's Order 2014-170 seeks to institutionalize a culture of transparent and open government and accountability and to expand opportunities for resident participation and collaboration. This report describes how the DC Child and Family Services Agency (CFSA) has developed and enhanced transparency, public participation, and collaboration and will continue to do so.

CFSA is one of several District Government agencies that make up the local human services safety net. CFSA addresses the social issue of child abuse/neglect, serving as a first responder to protect child victims and those and risk and to assist families in circumstances ranging from struggling to in crisis. A small segment of District residents have direct experience with CFSA; the larger population has high expectations for prevention of child tragedies. At the same time, CFSA has an obligation to advocate for those we serve with the community. Having a child welfare safety net at full strength depends on community members stepping up to report child abuse and neglect, provide homes for children in need of foster care and adoption, and help prepare older youth in care for adulthood. CFSA's relationship with the public involves performing to meet client needs and public expectations while also engaging the larger community on behalf of District children and youth in need.

Transparency

On Line

CFSA's official website (www.cfsa.dc.gov) prominently addresses areas of child welfare of most interest to the public: how to report child abuse/neglect, foster or adopt a child, or donate to children and youth in care. Among the wealth of information on line are:

- An overview of CFSA functions.
- A searchable database of all CFSA policies regarding child welfare functions, programs, and services.
- Current information about CFSA performance.
- An "Ask the Director" link for public comments or queries.
- A direct link to CFSA's Freedom of Information Act (FOIA) officer.

CFSA is on Twitter at #DCCFSA, where the Director periodically reports activities and retweets child welfare information of general interest. CFSA also maintains a blog that chronicles our journey to make best practices in treating child trauma the basis of local child welfare practice.

Public Information

CFSA's Office of Public Information (OPI) at 202-442-6180 routinely responds to queries from the media and general public. Among typical requests from the public are:

- Students of social work seeking information for course assignments.

- Local non-profit organizations in need of child welfare statistics to complete grant proposals or inform strategic planning.
- Community organizations wanting speakers on child welfare topics.
- Child welfare practitioners, both domestic and foreign, interested in visiting CFSA to learn about our use of best practices.

OPI freely responds to any queries that fall within the vast body of child welfare information that is not confidential.

FOIA

CFSA receives approximately 16 requests a year under the Freedom of Information Act, mostly via email (cfsa.foia@dc.gov) and through the District's FOIAXpress system. For each request, CFSA's Office of the General Counsel (OGC) determines whether CFSA has the desired information and whether it is unrestricted or requires redaction. The OGC works with each requestor to provide as much information as possible within mandated time frames.

Availability of Data

The Office of the City Administrator (OCA) and Office of the Chief Technology Officer (OCTO) are identifying a significant number of District Government agency datasets to publish online later this year. If they do not select a dataset from CFSA to be part of the 2014 release, we will continue to work with them to identify datasets appropriate to publish in 2015. In the future, the Chief Data Officer will provide requirements for open data reporting.

Public Engagement and Participation

Identifying Stakeholders

Like all child welfare agencies, CFSA has six key stakeholder groups:

- Clients—District children, youth, and families receiving services.
- Partners/Providers—Other local public and private agencies that make up the child welfare safety net; foster, adoptive, and kinship parents.
- Oversight Authorities—Local and federal (including Federal Court).
- Advocates—Non-profit organizations pushing for positive change on behalf of children and youth.
- General Public.
- Employees.

Traditionally, the greatest interest in children welfare stems from the local child-serving community of partners/providers, oversight authorities, and advocates. To communicate with this strong core of stakeholders, CFSA:

- Holds regular meetings and/or periodic briefings to exchange information.
- Maintains and uses listservs to announce news, service changes, and other information of interest and to seek input on rules and regulations.
- Has one-on-one discussions as needed to address individual concerns.

As a leader in the local child-serving community, CFSA maintains open lines of communication with partners/providers, oversight authorities, and advocates. We regularly seek their input and participation, and they freely volunteer opinions, raise issues, or give feedback.

Public Participation

Citizen Review Panel: In 1996, the U.S. Congress amended the Child Abuse Prevention and Treatment Act (CAPTA) to require that states establish Citizen Review Panels. They are supposed to evaluate state child welfare agencies and recommend improvements. In 2005, the District passed legislation (DC Code § 4-1303.51) to establish a local Citizen Review Panel (CRP) in keeping with CAPTA requirements. The District CRP has 15 members, eight appointed by the Mayor and seven by District Council resolution, who serve staggered three-year terms. Panel members must be District residents and cannot be District Government employees. CFSA serves as staff to the CRP. The group elects its own Chair from among the members and submits an annual report to the Mayor.

Mayor's Committee on Child Abuse and Neglect: Mayor's Order 2012-164 established the Mayor's Committee on Child Abuse and Neglect (MCCAN) to advise on child welfare services. The Mayor appoints up to 11 non-governmental members for staggered three-year terms. The Mayor also appoints additional members from 10 specific DC Government agencies who serve at his/her pleasure. The Mayor selects a Chair from the non-governmental members and a Vice-Chair from the governmental group. CFSA serves as staff.

Internal Child Fatality Review Committee: CFSA's Internal Child Fatality Review Committee meets monthly to review the deaths of children, youth, and young adults who have died within four years of involvement with CFSA. The CFSA Director appoints one community member who serves at the Director's pleasure.

Public Engagement

District residents have ongoing opportunities to get involved and join CFSA in serving people in need in our community.

Foster/Adoptive Parent Recruitment/Retention: CFSA is always interested in licensing more foster homes in the District. The orientation and training District residents need to get a foster care license are ongoing throughout the year. CFSA emphasizes recruitment of foster homes because in the long run, that also leads to adoptions. More than 60 per cent of adoptions of District children from the public system are by foster parents. CFSA conducts continuous outreach to keep the need for foster/adoptive homes on the public radar. Some key strategies include:

- Paid advertising on radio about twice a year.
- Paid advertising in selected District-based movie theaters.
- A website (www.adoptdckids.org) dedicated to adoption from the District public child welfare system.

Partners for Kids in Care: This CFSA program accepts donations of goods and services from the public on behalf of District children and youth in foster care. The program coordinates

opportunities for the public to provide holiday food baskets and gifts and to assist young people in foster care with back-to-school supplies, clothing for prom and graduation events, household necessities when they go to college or transition out of care, and more. The 14-member PKC board is composed of business, organizational, and community donors committed to supporting District children and youth in care.

Opportunities

In FY 2015, CFSA looks forward to:

- Stepping up recruitment of foster homes in the District via stronger overall outreach, especially via social media.
- Periodically targeting organizations and groups that need to know about CFSA's online training for mandated reporters (professionals required by law to report known or suspected instances of child abuse/neglect in the District).
- Building our Twitter following.

Collaboration

CFSA has two notable collaborations in keeping the public informed.

- We participate in www.adoptuskids.org, the national photo listing of children available for adoption through the domestic public child welfare system. It is sponsored under a grant from the Children's Bureau of the U.S. Department of Health and Human Services.

- The Washington Metropolitan Council of Governments (COG) acts as a regional partner with the District and nine surrounding jurisdictions in recruiting and retaining foster and adoptive homes. For example, through sponsorship from the Dave Thomas Foundation, COG coordinates with local NBC affiliate WRC-TV 4 to produce the weekly "Wednesday's Child" news segment that features children available for adoption from local public child welfare systems. For more than two decades, WRC News Anchor Barbara Harrison has hosted this feature, which keeps adoption in front of the public and has led to permanent homes for hundreds of children.

GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT OF HEALTH

Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this Report describes how the Department of Health has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics:

1) Transparency

- *Information is shared with the public through multiple avenues including publishing information in the District of Columbia Register, posting on the agency's website, issuing press releases, making information releases for residents and visitors, making information releases for health professionals and health facilities, responding to Freedom of Information Act requests, placing materials in the agency's FOIAXpress reading room, emailing distribution groups, sending text messages, and using Twitter.*

- *The Department of Health is responsive to Freedom of Information Act requests. The Department of Health implemented FOIAXpress in 2014 to better meet its obligations under the District's Freedom of Information Act (FOIA). The Department of Health complies with its obligations under the Open Meetings Act by publishing schedules of meetings in the D.C. Register and posting the schedules, minutes, and other materials on the webpages of the pertinent program. The Department of Health has Open Government and FOIA webpages at http://doh.dc.gov/page/open-government-and-foia-doh.*

- *The Department of Health is working to increase the amount of materials on its webpages, including those posted on the FOIA and Open Government webpages and those posted to the FOIAXpress Reading Room.*

- *The Department of Health supports the health occupation boards and is advised by the State Health Coordinating Council. The Department of Health has begun to explore the possibility of webcasting live and archiving on the internet the meetings of the health occupation boards and the State Health Coordinating Council.*

- *The Department of Health is working closely with the Office of the City Administrator (OCA) and the Office of the Chief Technology Officer (OCTO) to identify a significant number of datasets that OCA and OCTO expect to*

publish online later this year. If no dataset from the Department of Health is selected to be included in this 2014 release, we will continue to work with OCA and OCTO to identify datasets appropriate to publish in 2015. In the future, requirements for open data reporting will be provided by the District's Chief Data Officer.

- *The Department of Health provides data or links to data on its website (example: http://doh.dc.gov/node/139482) and in its publications such as the DC Healthy People 2020 report available at http://doh.dc.gov/page/dc-healthy-people-2020.*

2) **Public Engagement and Participation**

- *The Department of Health's emergency, proposed, and final rulemakings are available via www.dcregs.dc.gov. Proposed comments are received via the comment function of www.dcregs.dc.gov, email, U.S. mail, courier, and hand delivery. Rulemakings are often posted with other information related to specific programs on their webpages. For example, the regulations governing hospitals are shown at http://doh.dc.gov/sites/default/files/dc/sites/doh/publication/attachments/Hospitals.pdf. Hard copies of proposed rulemakings are available at the Office of the General Counsel during the time that public comments may be submitted. Rulemakings are often sent directly to those persons and entities known to have a strong interest in the regulations.*

- *The Department of Health shares information and resources to keep the public properly informed through public meetings, public hearings, Frequently Asked Questions distributed by via electronic means and hard copy means, Twitter, press conferences, media briefings, email distribution lists, community meetings, newsletters, and advisories. Examples: Information for the Resilient DC program, which strengthens our community's ability to "bounce back" from emergencies and disasters, is posted at http://doh.dc.gov/resilience. The Pharmaceutical Control Division, in conjunction with the Board of Pharmacy, posted Pharmacy Policy Statements at http://doh.dc.gov/node/158712.*

- *The public may provide comments via Twitter, public meetings, public hearings, www.dcregs.dc.gov, email, telephone, facsimile, U.S. mail, courier, hand delivery, personal appearances, and community meetings.*

- *The Department of Health identifies stakeholders who are impacted, or who will be impacted, by the actions of the Department of Health. The Department of Health also welcomes stakeholders who self-identify. The Department of Health then invites the stakeholders to participate in discussions leading to agency decision-making. Example: The Director of the Department of Health engaged the District of Columbia Hospital Association and the District's acute care hospitals in discussions surrounding Ebola preparedness.*

- *The Department of Health participates in Grade DC and monitors Twitter in addition to receiving public feedback via the Ask The Director web function, email, mail, text messages, and telephone calls.*

3) **Collaboration**

- *The Department of Health collaborates with other District agencies, the federal government, the public, and non-profit and private entities in fulfilling its obligations.*

- *Example: When Ebola became an issue for the United States, the Department of Health created webpages found at http://ebola.dc.gov and http://doh.dc.gov/page/ebola-information to provide up-to-date and reliable information regarding Ebola preparedness and response for the sister agencies, the public, health facilities, health professionals, and non-profit and private entities.*

- *Example: The Department of Health maintains webpages on grant funding found at http://doh.dc.gov/service/grant-funding to aid the public as well as non-profit and private entities.*

- *In order to improve collaboration, the Department of Health participates in Grade DC, participates in community meetings, and utilizes Twitter, the Ask The Director Function, email, mail, text messages, and telephone calls. Information on how to use these methods of collaboration is found at http://doh.dc.gov/.*

GOVERNMENT OF THE DISTRICT OF COLUMBIA
Department of Health Care Finance

Open Government Report 2014

Introduction

The Department of Health Care Finance (DHCF) is the agency responsible for the administration of the Medicaid, CHIP, Alliance Health Care and other programs. The mission of DHCF is to improve health outcomes by providing access to comprehensive, cost-effective, and quality health care services for D.C residents.

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this Report describes how the **Department of Health Care Finance** has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics:

1) Transparency

Below is a description of the steps DHCF has taken or plans to take to be more transparent in the areas of: covered Medicaid services in DC; how to apply for Medicaid in the District; the program policies for Medicaid and CHIP; grants and cooperative agreements to DHCF; FOIA activities; and access to meetings and data.

A. *Medicaid Covered Services Offered by DHCF in the District of Columbia*

- *DHCF is the single state agency responsible for the administration of services covered under title XIX (Medicaid) and Title XXI (Child Health Insurance Program, or CHIP) of the Social Security Act, as amended. Covered Medicaid services fall into two categories: mandatory and optional services. While the mandatory services are the same across all states and jurisdictions, the optional services are independently determined by each jurisdiction. The DHCF website (http://dhcf.dc.gov/service/medicaid) contains descriptive information of the Medicaid services covered by the Medicaid program in the District of Columbia and how to apply for Medicaid in the District of Columbia (http://dhcf.dc.gov/page/medical-assistance-programs-information-and-eligibility).*
- *DHCF intends to also provide a link to the CMS website that will allow DC residents to identify and compare the services offered by Medicaid agencies in other jurisdictions to those offered by DC (http://www.medicaid.gov/state-resource-center/medicaid-state-plan-amendments/medicaid-state-plan-amendments.html).*

B. *Medicaid and CHIP Program Policies*

- *DHCF maintains on its website an electronic copy of the Medicaid State Plan (http://dhcf.dc.gov/page/dhcf-medicaid-regulations) that contains all of the policies for the Medicaid program. A Medicaid State Plan is an agreement between a state (or other jurisdiction, like the District) and the Federal government describing how the jurisdiction administers its Medicaid program. In DC, CHIP is accomplished through a Medicaid expansion and a copy of the CHIP Plan and Amendments is available on the Federal Website (http://medicaid.gov/Medicaid-CHIP-Program-Information/By-Topics/Childrens-Health-Insurance-Program-CHIP/CHIP-State-Program-Information.html?filterBy=District_of_Columbia). The Plans provide an assurance that a jurisdiction will abide by Federal rules and may claim Federal matching funds for its program activities. The State Plan sets out groups of individuals to be covered, services to be provided, methodologies for providers to be reimbursed and the administrative activities that are currently approved for that jurisdiction.*
- *Changes to the State Plan are done through the State Plan Amendment (SPA) Process and must be ultimately approved by the Centers for Medicare and Medicaid Services (CMS). Before DHCF submits a SPA to CMS, DHCF publishes the proposed SPA in the District Register to allow for comments by affected parties (http://www.dcregs.dc.gov/). Copies of local rule-making that support the State Plan Amendments are also published in the District Register for public comment before approval.*
- *Transmittals are documents that provide guidance to the enrolled providers or services to Medicaid beneficiaries. DHCF shares copies of our Transmittals on our website (http://dhcf.dc.gov/page/2014-dhcf-medicaid-updates) so they are accessible to all providers and consumers of services, as well as the general public.*
- *DHCF intends to provide a link on our website to the CMS website where providers and consumers can compare policy documents from other Medicaid State Agencies in other jurisdictions (http://medicaid.gov/Medicaid-CHIP-Program-Information/By-State/By-State.html) to the District's policy documents.*

C. *Medicaid Grants and Cooperative Agreements*

- *DHCF has been the recipient of several federal grants and cooperative agreements over the past five years in the areas of health information exchange, health information technology, health insurance exchange planning and health care reform. DHCF announces the award of these through press releases coordinated through the Executive Office of the Mayor (EOM).*
- *For some of the grants and cooperative agreements, funds were included to pay for information dissemination activities to let the public know what activities transpired or were being planned in the grant or cooperative agreement. Activities such as the HIE Stakeholder Summit (September 2014) provided an opportunity to share accomplishments and*

future plans of the cooperative agreement at a local Summit conducted by DHCF at no charge to the participants.

D. *Freedom of Information and FOIAXpress Reading Room Activities*

- *DHCF is committed to a transparent and open form of government. The agency makes certain records available online through its website (www.dhcf.dc.gov), including public employee salary information, fiscal year budget, policy statements, and numerous frequently requested public records. In addition, publically released documents can be accessed via the DC Government's Freedom of Information Act (FOIA) Reading Room (https://foia-dc.gov/palMain.aspx). For records that are not available online the public is invited to submit a FOIA request through the DC government Public FOIA Portal (https://foia-dc.gov/palMain.aspx).*
- *DHCF complies with all the legal requirements of FOIA. When the FOIA Officer receives a FOIA request he informs the requestor that it has been received and that the agency has 15 business days to respond. The request is then evaluated to ensure that it is seeking information that falls within FOIA's disclosure requirements. It is important to note that FOIA only applies to documents already in existence; no new records are to be created in response to a FOIA request. The request is then funneled to the appropriate agency representative to collect the necessary documentation. If the documents requested exist they are collected and evaluated to determine if they fall within any of the statutorily listed exemptions, such as trade secrets, personal information that would constitute an invasion of privacy, investigatory records compiled for law enforcement purposes, etc. (see D.C. Municipal Regulations Title I, 1-406 (2014)). If the documents do not fall within any exemption then they are sent to the requestor, either electronically or through the U.S. postal service.*
- *DHCF is committed to open and transparent government. It will continue to strive to provide the public with access to relevant information concerning the agency's operations.*

E. *Open Meeting Act Activities*

- *DHCF has one advisory board (DC HIE Advisory Board) whose members are appointed and sworn in through the Mayor's Office of Boards and Commissions. DHCF also has two advisory committees (the Medical Care Advisory Committee and the Pharmacy and Therapeutics Committee), and an advisory council (Ombudsman Advisory Council) whose members are appointed by the State Medicaid Director, or by their designee. These groups provide advice to the agency in a number of areas: Health Information Exchange, Medical Care Services, Pharmacy and Therapeutics, and Insurance Advocacy. Notices of the meetings are posted in advance and the meetings are open to the public.*

- *DHCF is exploring the technology and logistics requirements that would be necessary in order to webcast the advisory board meetings and archive the past meetings for public consumption.*

F. *Access to Medicaid Data*

- *As a covered entity under HIPAA, DHCF has a mandated responsibility to protect the privacy and security of beneficiary information. However DHCF can provide aggregate and de-identified data to interested parties.*
- *The Division of Analytics and Policy Research (DAPR), within the Health Care Policy and Research Administration (HCPRA) at DHCF, regularly produces data snapshots on recent analyses of costs and utilization of Medicaid services among beneficiaries in the District of Columbia. Snapshots recently posted to the DHCF website have covered a variety of topics, including insurance coverage levels among children in the District; the effect of the Medicaid expansion on Medicaid Managed Care enrollment; and the cost of Mental Health Rehabilitation Services (MHRS). By sharing these snapshots on the DHCF website, the agency seeks to engage the public interest in timely health care policy issues, and provide a transparent view of the work DHCF conducts to serve Medicaid beneficiaries of the District of Columbia.*
- *DHCF is working closely with the Office of the City Administrator (OCA) and the Office of the Chief Technology Officer (OCTO) to identify a significant number of datasets that OCA and OCTO expect to publish online later this year. If no dataset from DHCF is selected to be included in this 2014 release, we will continue to work with OCA and OCTO to identify datasets appropriate to publish in 2015. In the future, requirements for open data reporting will be provided by the DHCF Chief Data Officer.*

2) **Public Engagement and Participation**

To enhance or expand opportunities for the public to participate in agency decision-making, DHCF has taken the following steps:

- *For the SPA-related documents and Transmittals that were previously discussed under Transparency, DHCF currently uses the District Register's public comment process to provide for public engagement, participation and input on the approval process for these policy documents. URL: http://lims.dccouncil.us/*
- *DHCF publishes on its website (http://dhcf.dc.gov/) advance notices of public meetings of: the Medical Care Advisory Committee (MCAC), DC HIE Advisory Board, and the Pharmacy and Therapeutics Committee, and the Ombudsman's Advisory Council. Minutes are taken at these meetings and can, in most instances, be made available to the public, on request.*
- *The MCAC holds a standing monthly meeting to share DHCF program initiatives and to obtain public and stakeholder input. DHCF maintains both*

Facebook and Twitter accounts and links to them through the DHCF website for social media interactions. DHCF also participates in the "Ask the Director" program to answer questions from the public posted to the website.

- *For the existing committees and advisory boards, suggestions for additional stakeholders often come from the current stakeholders or externally from individuals who self-refer after learning about the group. Additional participation can also come in the form of ad-hoc working groups or tasks forces that are augmented by participants who are not formally on the full board or committee.*

3) **Collaboration**

DHCF has taken or plans to take the following steps to enhance or expand cooperation among departments, other governmental agencies, the public, and non-profit and private entities to fulfill our mission:

A. *Intergovernmental Collaboration*

- *DHCF works with DHS and the DCHBX on a multi-year project to design and deploy a new integrated eligibility system for health and human services programs. The system is called the DC ACCESS SYSTEM or DCAS. During the first phase of the project, DHCF, DHS and DCHBX developed the needed functionality to automate and streamline eligibility for Medicaid and the DC Health Benefits Exchange in compliance with the Affordable Care Act and to build the health benefits website, DC Healthlink. DHCF and DHS continue to work together to automate and streamline eligibility for all remaining health and human services programs.*
- *DHCF has several intergovernmental collaborations with sister agencies for the purpose of improving the delivery of services to Medicaid beneficiaries to ultimately improve health care outcomes and/or the quality of life. Current collaborations include DOH, DOC, DYRS, DBH, DCOA, CFSA, OSSE, DCPS, DDS, and DDOE on public health or health care delivery projects.*
- *DHCF has collaborated with DOH on health information technology (IT) projects that enable the improved collection of health care information for public health purposes. The collaboration involved joint participation on an advisory board and providing a sub-grant from DHCF to DOH to pay for health IT upgrades to DOH systems.*
- *DHCF is collaborating with DBH on a Medicaid health homes project to improve the services delivered to Medicaid beneficiaries with severe mental illness (SMI). This collaboration involved the drafting a Medicaid Health Homes State Plan Amendment to finance the services.*
- *DHCF, DDS, DCOA, DBH and DHS also successfully collaborated on a planning grant to the US. Administration for Community Living (ACL) to develop a No Wrong Door, streamlined referral and eligibility system for individuals seeking access to long-term care services and supports. The focus*

of the grant is to strengthen the services offered by the ADRC and to build upon the functionality of DCAS.

B. *Private Sector Provider Collaboration*

- *DHCF used federal funding from an Office of the National Coordinator (ONC) cooperative agreement to fund sub-grants for six District hospitals to participate in a regional project for an electronic Encounter Notification System (ENS) which alerts physicians when their patients transition to a different health care setting.*
- *DHCF is exploring private sector collaborations with evolving Accountable Care Organizations (ACOs) and ACO-like entities to improve the capabilities of these organizations to do care coordination, which will allow more effective utilization of scarce health care resources. Some of these collaborations are not just intra-District but may involve regional collaborations with providers in Maryland locations.*
- *DHCF will also explore ways to inform the public of these collaborations and how the collaborations can positively affect the health outcomes of consumer members and beneficiaries.*

C. *Academic Collaboration*

- *DHCF is collaborating with George Washington University (GWU) on a federally funded grant GWU received to evaluate the use of mobile technologies and integrated care systems. This collaboration will involve data sharing and analysis of linked data to determine the impact of technology on selected health outcomes. Another public sector agency will be involved in this collaboration as well.*
- *DHCF will be examining new tools in data collaboration to help improve the timely communication of progress in the analysis of the data and the accurate interpretation of research implications.*

Conclusion

DHCF intends to update this Open Government Report annually to include new and emerging initiatives that demonstrate transparency, engagement, and collaboration in the agency and that would be of interest to our stakeholders and to the public at large.

GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT OF HUMAN SERVICES

Open Government Report 2014

Transparency

The Department of Human Services (DHS) provides the public with complete information regarding the operation of the agency and the activities of its employees as contemplated by the District of Columbia Freedom of Information Act (FOIA). Therefore, pertinent agency information is posted to the DHS website. These documents include, but are not limited to:

- Applications to determine eligibility for benefits
- Agency performance documents
- Press releases regarding events and major occurrences related to human services generated by DHS, the Deputy Mayor for Health and Human Services (DMHHS), related sister agencies and the Executive Office of the Mayor
- Temporary Assistance for Needy Families updates and information regarding all DHS Service Centers
- Documents related to serving homeless communities
- Feature stories about program success stories
- Newsletters
- Documents pertinent to the FOIA Xpress Reading Room

The DHS web site also contains information about the Interagency Council on Homelessness (ICH).

FOIA

DHS diligently works to issue a final response to each FOIA within the statutorily mandated 15-day period. In issuing its FOIA responses, the FOIA Officer within DHS reviews documents and determines what can be released to the public. The FOIA Officer is careful to alert requesters to the fact that much of the information contained within the agency is confidential due to the vulnerable citizens that DHS serves and privacy laws. The FOIA Officer provides agency responses electronically, via email, US mail, or the requester may schedule a time to review documents in person.

Public Engagement and Participation

In order to increase public access to information DHS will continue to post pertinent documents to the DHS and related websites, and ensure that partnering community-based organizations are provided with access to DHS documents, press releases, and policies in general.

In order to provide online access to proposed rules and regulations, DHS posts the information to the DHS website and solicits feedback through email or by mail. Additionally at least one public focus group session is held in order to gain feedback. Examples of published rules are listed below:

Notice of Emergency Rule Making: TANF Payment Levels
SNAP Eligibility
Shifting from DC Healthcare Alliance to Medicaid Eligibility Rules

DHS actively shares information with customers and constituents primarily through direct mail, community engagement meetings and events, participation in public hearings through Executive testimony, public service messaging on local Comcast programming, and by developing and disseminating community-based materials such as:

- Brochures
- Fact Sheets
- FAQ's
- Press Releases
- Posters
- Videos in all DHS Service Centers

For the months that lend to hypothermic conditions, DHS increases outreach efforts by:

- Distributing cards that feature the hypothermia hotline number and each shelter address and pick-up locations to the network of homeless service providers and other strategic community locations
- Purchasing advertising space in local, community-based newspapers and radio stations
- Partnering with WMATA to display ads on the sides of Metro buses providing instructions regarding helping homeless individuals and the hypothermia hotline number
- Alerting local media and updating the DHS web site during a hypothermia or hyperthermia alert.

The Department is currently in the planning stages of launching a social media presence to communicate with customers and stakeholders via Facebook and Twitter.

DHS is working closely with the Office of the City Administrator (OCA) and the Office of the Chief Technology Officer (OCTO) to identify a significant number of datasets that OCA and OCTO expect to publish online later this year. If no dataset from DHS is selected to be included in this 2014 release, we will continue to work with OCA and OCTO to identify datasets appropriate to publish in 2015. DHS will also submit the selected datasets to be published on Datadc.gov with a link to the DHS external and internal web portals.

Stakeholders

DHS identifies stakeholders through participation in the human services continuum. Those include leaders of non-profit and advocacy organizations, sister agency heads, and local government leadership. Participation is encouraged through focus groups, direct outreach, collaborative interagency meetings and initiatives such as the ICH, and increased communication among sister agencies through co-location of services at various DHS service centers.

DHS has improved public engagement efforts by working to establish a Customer Advocacy Board (CAB) with a dedicated staff member to provide a medium whereby customers are encouraged to self-advocate and offer direct input on DHS policy and procedures.

Collaboration

DHS partners with a number of sister agencies, non-profit organizations, and community-based organizations to fulfill its obligation to customers served. Many DHS Service Centers include co-located agencies such as the Child and Family Services Agency (CFSA), the Department of Behavioral Health (DBH), the Office of the State Superintendent for Education (OSSE) and others. Further DHS contracts with a number of non-profit organizations in the homeless services continuum. The agency has multiple Memorandums of Understanding and Memorandums of Agreement with other DC government agencies to provide needed services.

DHS has two administrations, Economic Security Administration (ESA) and Family Services Administration (FSA) and highlighted below are some of the partnerships.

<u>Economic Security Administration</u>

The Economic Security Administration (ESA) partners with the Department of Behavioral Health's mental health staff at TANF Assessment Centers to provide in-depth mental health assessments and referrals.

The Child and Family Services Agency (CFSA) collaborates with ESA and receives TANF funding to serve CFSA families who are TANF eligible.

The District Department of the Environment (DDOE) partners with ESA to comply with the Heat and Eat requirements, and thus allowing Food Stamp customers to receive the maximum Standard Utility Allowance.

The Addiction, Prevention and Recovery Administration (APRA) works with ESA and receives TANF funding to provide substance abuse services to TANF customers.

Office of the State Superintendent of Education (OSSE) partners with DHS to use a license to conduct electronic-Comprehensive Adult Student Assessment System (eCASAS) testing for TANF customers. DHS also provides caseload data to OSSE for the purpose of determining high needs students who are enrolled in DC Public Schools.

The Department of the Employment Services (DOES) partners with ESA to provide job training services for ESA's Food Stamp Employment and Training customers.

ESA and the Office on Latino Affairs (OLA) collaborate in providing outreach and translations services for all ESA activities.

The Office on Asian and Pacific Islander Affairs (OAPIA) provides outreach and translations services for all ESA activities.

DC Public Schools (DCPS) engages in data exchanges with ESA for the provision of services.

The Office of Attorney General (OAG) works with ESA in the collection of child support for TANF customers.

ESA partners with the Office of Administrative Hearings (OAH) which provides fair hearings for ESA customers who are contesting eligibility decisions.

The DC Health Benefit Exchange (HBX) provides funding to ESA for staff and resources regarding the implementation of the Affordable Care Act.

The Office of Health Care Finance (OHCF) collaborated with DHS in the New Heights program which provides various services to expectant and parenting teens including case management linkages to government and non-government services partners with the District of Columbia Public Schools and the Student Support Center.

ESA recently entered into a partnership with the Department of Behavioral Health (DBH) to expand the District's 12 Cities Initiative, which provides blended funding and services for individuals with multiple barriers, including substance abuse, mental health and AIDS/HIV risk.

Family Services Administration

Local Family Services Administration (FSA) partners include the Child and Family Services Agency, the Departments of Health and Behavioral Health, the Office of the State Superintendent of Education, the Health Care Finance Administration, the D.C. Housing Authority, the Department of Housing and Community Development, the DC Child Support Services Division, and the Office of the Attorney General. Major federal partners include Housing and Urban Development, Health and Human Services, and the Department of Veterans Affairs.

The DC Office of Refugee Resettlement in the Family Services Administration (FSA) collaborates frequently with the DC Child and Family Services Agency (CFSA), Lutheran Social Services (LSS), and Catholic Charities. CFSA and LSS are very instrumental in providing foster care services, and Catholic Charities provides employment training and case management to the refugees that reside in the District.

FSA's Adult Protective Services (APS) office intervenes to protect vulnerable adults through referrals to outside partners. APS professional staff members also make informative presentations to church groups and community organizations about abuse, neglect, and related topics impacting vulnerable adults.

Family violence issues are addressed by FSA partners that include the Coalition Against Domestic Violence, the District Alliance for Safe Housing, My Sister's Place, House of Ruth, and the Asian/Pacific Islander Domestic Violence Resource Project.

The FSA Homeless Services Program provides a variety of shelter and housing options as well as case management and other homeless prevention and supportive services to individuals and families. The Virginia Williams Family Resource Center serves the needs of families that are homeless by offering shelter options, case management, and other resources.

Other

Another way DHS ensures transparency is through the Office of Program Review, Monitoring and Investigation (OPRMI).

The DHS Office of Program Review, Monitoring and Investigation (OPRMI) investigates allegations of suspected public assistance benefit fraud, related to the Supplemental Nutrition Assistance Program (SNAP), formerly known as the Food Stamps Program (FSP); Temporary Assistance for Needy Families (TANF) and Medicaid, and refers substantiated cases for prosecution or program disqualification.

OPRMI also investigates Unusual Incidents, such as employee misconduct, harassment and assault, which compromise the integrity of DHS programs or which threaten the health or safety of DHS customers, District government employees and the public.

Additionally, OPRMI receives and assesses suggestions for improvement and coordinates the resolution of complaints related to DHS programs and services.

OPRMI is also responsible for shelter monitoring and evaluating District of Columbia programs and services within the continuum that are covered by the Homeless Services Reform Act (HSRA) of 2005 as amended. These programs and services include the resolution of complaints, grievances and concerns. To report fraud allegation, contact OPRMI at (202) 671-4460.

(Internal) http://dcdhs.dc.gov/service/monitoring-and-investigation
(Public) http://dhs.dc.gov/service/monitoring-and-investigation

In addition, OPRMI collaborates with the following agencies:

Office of Attorney General
Office of General Counsel
Office of Inspector General
Office of DC Auditors
Metropolitan Police Department
Federal Bureau of Investigations
USDA
USDA Office of Inspector General
DC, VA & MD Department of Corrections
Child and Family Services Agency
OSSE/DC Public Schools
Internal Revenue Services
DC Tax and Revenue

GOVERNMENT OF THE DISTRICT OF COLUMBIA
Department of Youth Rehabilitation Services

Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this report describes how the Department of Youth Rehabilitation Services (DYRS) has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics:

1) Transparency

DYRS prides itself on open and transparent government agency, resulting in a 3-prong approach ensuring the public is well-informed about the inner-workings of the agency. This includes 1) data, 2) specialized reports, and 3) direct access:

1. Data

   On our government website, numerous data points are provided to the public; specifically in relation to public safety, population, and youth development indicators.

   http://dyrs.dc.gov/page/data

2. Specialized Reports

   To assist our stakeholders to better understand the work of the agency, we constantly provide specialized reports on our government website. These include, but are not limited to: performance reports; knowledge briefs; research reports; and white papers.

   http://dyrs.dc.gov/page/dyrs-specialized-publications

3. Direct Access

   The agency also provides easy-to-use direct access to our stakeholders on our website. This includes an Ask the Director form on every page; Media Inquiries page; Open Government and FOIA page; and telephone numbers for the Director and agency.

While the agency is proud of the access provided to the public, there is always room for improvement. Having said this, DYRS is working closely with the Office of the City Administrator (OCA) and the Office of the Chief Technology Officer (OCTO) to

identify a significant number of datasets that OCA and OCTO expect to publish online later this year. If no dataset from DYRS is selected to be included in this 2014 release, we will continue to work with OCA and OCTO to identify datasets appropriate to publish in 2015. In the future, requirements for open data reporting will be provided by the Chief Data Officer.

2) **Public Engagement and Participation**

DYRS provides stakeholders, including our youth and their family's direct ability to participate and be informed of the agency's decision-making process. We ensure families know their rights, roles, expectations, frequently asked questions, and where to go if help is needed. On our website, we specifically have a "For Families" page providing the following necessary information to keep our families informed throughout their involvement with DYRS:

http://dyrs.dc.gov/page/dyrs-resources-families

DYRS also provides information on the services we provide:

http://dyrs.dc.gov/page/dyrs-services

And our approach and methodologies:

http://dyrs.dc.gov/page/about-dyrs

Going forward, DYRS will improve its use of social media to enhance public engagement and participation. This is an emphasis for the upcoming year to ensure every avenue is exhausted to keep our stakeholders informed and involved.

3) **Collaboration**

DYRS works closely with our internal and external stakeholders. DYRS regularly participates in cluster meetings with the Deputy Mayor for Public Safety and Justice, Deputy Mayor for Health and Human Services, and the Interagency Incident Management Team.

Additionally, DYRS and the Children and Youth Investment Trust (CYITC) collaborated to launch DC YouthLink, a coalition of community-based organizations that provide a diverse array of services to court-involved youth in their home neighborhoods. By focusing on community-based interventions, DC YouthLink is at the forefront of a national trend in positive, community-based services and placements for youth committed to a juvenile justice agency. The initiative is based on the premise that youth are best served within the context of their home community

and that building upon their strengths and the strengths of the community is the most effective way to enhance public safety.

http://dyrs.dc.gov/page/dc-youthlink

To improve information sharing within and outside of the agency, DYRS recently implemented the FAMCare system. FAMCare is designed and developed as a juvenile justice case management system. It is the standard application many jurisdictions around the country. Its robust architecture permits flexible and user-friendly customization by the end users, thus eliminating much of the need for IT involvement in customizing forms and ad-hoc reporting.

GOVERNMENT OF THE DISTRICT OF COLUMBIA
Office of Disability Rights

Open Government Report 2014

To create a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this Report describes how the Office of Disability Rights (ODR) has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics:

1) **Transparency**

Describe the steps your agency has taken or plans to take to be more transparent. Please include a description of:

- *How and to what extent your agency shares information with the public, e.g. publication of information in the District register and on the agency website, press releases, and documents in the agency's FOIAXpress reading room.*

The Office of Disability Rights (ODR) regularly shares information with the public on our website. Shared information includes newsletters, press releases, public testimonies, DC Commission on Persons with Disabilities (DCCPD) meeting minutes, and recent agency publications.

- *How the agency meets its obligations pursuant to the District's Freedom of Information Act and Open Meetings Act.*

To meet agency obligations pursuant to the District's Freedom of Information Act (FOIA) and Open Meetings Act, ODR has an appointed FOIA Officer Jessica Hunt, Esq. If ODR receives a FOIA request, Ms. Hunt responds in a timely manner and within prescribed guidelines. ODR did not have any FOIA requests for FY 2014.

- *Steps your agency will take to increase public access to information.*

ODR will continue to post press releases, public testimonies, DCCPD meeting minutes, and agency publications under the "open government" tab on our website's homepage. ODR website is managed by FOIA Officer Jessica Hunt with assistance from the Special Assistant/Public Information Officer (PIO) Kali Wasenko.

In addition to posting information on the website, ODR is increasing its presence on social media. ODR has been increasing posts about upcoming events and communication with other agencies.

- *Steps your agency will take, including an implementation timeline, to webcast live and archive on the internet board or commission meetings. (This*

question only applies to agencies that are overseen or advised by a board or commission that is subject to the Open Meetings Act.)

DCCPD meetings are subject to Open Meetings Act. DCCPD meetings and agendas are properly posted prior to the event. Detailed minutes and recordings are taken during the meeting. The FOIA Officer and Special Assistant to the DCCPD will work together to ensure meetings and agendas are properly posted on the website within a reasonable period of time.

- *How your agency has taken or plans to take steps to make more of its data available to the public.*

The Office of Disability Rights (ODR) is working closely with the Office of the City Administrator (OCA) and the Office of the Chief Technology Officer (OCTO) to identify a significant number of datasets that OCA and OCTO expect to publish online later this year. If no dataset from ODR is selected to be included in this 2014 release, we will continue to work with OCA and OCTO to identify datasets appropriate to publish in 2015. It is important to note that our largest dataset involves ADA inquires and includes confidential information. In the future, requirements for open data reporting will be provided by the Chief Data Officer.

2) **Public Engagement and Participation**

Describe the steps your agency has taken or plans to take to enhance or expand opportunities for the public to participate in agency decision-making. Please include a description of:

- *How your agency provides online access to proposed rules and regulations and secures public input on them. Please list links to specific websites.*

The Office of Disability Rights (ODR) focuses on compliance based on local and federal disability rights laws. Although ODR does not have implementing regulations, it plans to promulgate regulations at a later date. During the development and publication of these regulations, ODR will certainly engage District government as well as private sector stakeholders. However, if there is a Council hearing on proposed bills or updates to important resources that affect the constituents we serve, we would post information for the hearing on our website. For example, in March 2014, the Department of Health Care Finance & Department on Disability Services revised a public notice of proposed amendments and proposed transition plan to the Home and Community-Based Waiver for Persons with Intellectual and Developmental Disabilities. ODR has a direct link to this notice in our "Featured News" section of our homepage (www.odr.dc.gov).

- *How your agency shares information and resources to keep the public properly informed, e.g. community meetings, public hearings, FAQs, and ways the public can provide input such as Twitter, grade.dc.gov, email contacts.*

ODR has an "*Ask the Director*" link on our website that allows constituents to communicate questions directly to our Interim Director (http://app.dc.gov/apps/about.asp?page=atd&type=dsf&referrer=[DSF_SERVER_NAME]&agency_id=1169&odrNav=|33358|). ODR also has a list of staff members and their corresponding e-mails in our "Staff Directory" (http://odr.dc.gov/page/staff-directory-00). The public may access grade.dc.gov via a link on our homepage to provide general feedback.

ODR is active via Twitter and Facebook (@ODRDC and "DC Office of Disability Rights (ODR)" respectively). Increasing involvement in social media allows the public to engage in open conversation with ODR. Finally, for stakeholders who do not use computers or the internet, ODR has a team of knowledgeable staff members, including a receptionist who is available for extended morning hours to answer phone questions. ODR also has Video Relay Interpreting (VRI) available for members of the public who visit and require on-site American Sign Language Interpretation (SLI).

- *How your agency identifies stakeholders and invites their participation.*

In addition to allowing constituents to sign up for our newsletter through our website, ODR utilizes several other ways of identifying stakeholders for participation. The biggest event the agency holds is the annual Disability Awareness Exposition. This year, ODR welcomed over 200 community members to this event. Furthermore, ODR set up a registration table to allow guests to identify themselves and register to receive our emails and newsletters. ODR also welcomes referrals from other agencies and communicates with constituents who visit the office. If they choose, they may be added to our listserv.

- *Steps your agency will take to improve public engagement and participation including any new feedback tools or mechanisms the agency is considering.*

To improve public engagement and participation, ODR will continue to utilize multiple means of communication, including social media, website resources, telephone availability, and VRI capabilities. ODR is in the process of renovating the suite to allow for better, more effective engagement with constituents in DC government as well as in the private sector. We are constantly looking for more innovative ways to serve the public.

3) **Collaboration**

Describe the steps your agency has taken or plans to take to enhance or expand cooperation among departments, other governmental agencies, the public, and non-profit and private entities in fulfilling its obligations. Please include a description of:

- *How your agency currently collaborates with the above parties. Please list links to specific websites if appropriate.*

Through our newsletter, ODR links to other agency events and provides updates on developments in the field of disability rights to our stakeholders. We share relevant press releases and documents created in partnership with other agencies on our website. For example,

ODR collaborated with the Office of Human Rights on the Accessible Restaurant initiative (*http://odr.dc.gov/release/ohr-and-partners-ask-restaurants-take-accessibility-pledge-0*). For the Disability Awareness Exposition, ODR collaborated with DC Public Library, DC Department on Disability Services, DC Office on Aging, DC Healthcare Finance and the Office of Consumer and Family Affairs. Guests could learn about the event and register through an online registration page (*www.disabilityawarenessexpo.eventbrite.com*). ODR also collaborated with Columbia Lighthouse for the Blind, the American Council of the Blind and the National Federation of the Blind for the Blind Awareness Day Celebration in October 2014. Community leaders were identified by the partners and invited to the reception individually through e-mail and phone calls. There was also a rally walk component that was open to the public. Columbia Lighthouse for the Blind distributed a press release co-authored by the planning team (see attached).

In addition to special events, ODR contributes to a variety of projects. For example, ODR advises the District Department of Transportation (DDOT) as they develop a plan for accessible Red Top parking meters. ODR staff members also serve on the District of Columbia Taxicab Commission Accessibility Advisory Committee regarding improving accessible taxicab services.

Metropolitan Council of Government (COG) is lead of the Access for All (AFA) Advisory Council. ODR collaborates with the AFA ensures accessibility for people with disabilities as well as improvements in transportation including bus rides and bus stop accessibility, Metro rail and MetroAccess improvements; outreach and education on transportation services to limited-English speaking communities; oversight on accessible taxi service across the region; oversight over projected long-range transportation plan; and general concerns related to transportation in the District, Maryland and Virginia. Our main focus is ensuring accessibility in all program planning and development for people with disabilities as regulated in ADA Title II.

ODR has been a member of the National Capital Region Transportation Planning Board (TPB) since 2008. The TPB is the federally designated Metropolitan Planning Organization (MPO) for the region, and is responsible for the regional forum for transportation planning. The TPB prepares plans and programs that the federal government must approve in order for federal-aid transportation funds to flow to the Washington region. The TPB uses its fund to test pilot programs such as the DC Wheelchair Accessible Taxi Pilot program of which ODR was a group member.

- *Steps your agency will take to improve collaboration with the above parties including any new feedback tools or mechanisms the agency is considering, e.g. prizes, competitions, and other innovative methods.*

ODR plans to collaborate with the listed partners for future Disability Awareness Expositions and Blind Awareness Day Celebrations. ODR would welcome new partners for future public awareness events. To continue to encourage a strong working relationship, ODR will organize post-mortem event meetings to gather feedback for improved community outreach.

FOR IMMEDIATE RELEASE:
October 7, 2014

Contact: **Jocelyn Hunter**
202-454-6422, office
jhunter@clb.org

MEDIA ADVISORY

Blind Awareness Day
Wednesday, October 15th, 2014

WHAT: A collaboration of blindness organizations in DC in conjunction with the DC's Office of Disability Rights will host a **Blind Awareness Day** celebration**,** a **community** event organized to highlight a national day to recognize persons who are blind and visually impaired who travel independently with the use of long canes.

WHO: Adults who are blind and visually impaired & Invited DC Elected Officials

WHEN: Wednesday, **October 15**, 2014, 4:00 p.m. – 6:00 p.m.

Event Schedule

2:30 p.m.	**Walk from the Wilson Building located at 1350 Pennsylvania Avenue, NW**
4:00 p.m.	**Reception**
4:45 p.m.	Program to Begin including **Mayoral Proclamation**

WHERE: **1350 Pennsylvania Avenue, NW, Room G-9**

Contact: To coordinate interviews or photo/broadcast opportunities, contact Jocelyn Hunter: 202-454-6422, jhunter@clb.org.

GOVERNMENT OF THE DISTRICT OF COLUMBIA
OFFICE ON AGING

Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this Report describes how the Office on Aging has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics:

1) Transparency

DCOA regularly posts press releases, newsletters and other pertinent information related to seniors and person with disabilities who are 18 years and older to the agency's website (www.dcoa.dc.gov).

For example, DCOA posts on its website the Performance Plans, press releases and senior newsletters such as The Spotlight on Community Living. Spotlight on Aging and DCOA E-News. DCOA also posts to its website applicable meeting material, such as the Aging and Disability Resource Center Lifespan Caregiver monthly online chat meetings which are archived on www.dcoa.dc.gov.

In addition, DCOA has a website dedicated to providing the public with detailed information regarding how the District government is performing. The Track DC website, www.track.dc.gov, allows users to track agency performance measures, learn more about agency budgets, and monitor agency spending. DCOA also participates in grade.dc.gov, which provides for continuous feedback from customers on DCOA programs and services, and this information is posted and available to the public at www.grade.dc.gov.

DCOA tracks all requests for information that are received from members of the public and provides information in accordance with the requirements of the District of Columbia Freedom of Information Act, D.C Code Section 2-531 et seq. DCOA's responses to requests for information pursuant to the terms of this statute are posted and available on the agency's website.

DCOA also regularly posts notices of meetings of the Commission on Aging to the Open Government website www.dcoa.dc.gov, and also posts this information in advance of scheduled meetings at the agency's offices and on its website. DCOA maintains tape recordings of the full proceedings of meetings of the Commission on Aging, and this information is available upon request. Draft minutes of meetings of the Commission on Aging are posted to the agency's website, and final, approved

minutes are also posted and available on the agency's website. DCOA will work with OCTO to webcast live meeting on the website beginning fiscal year 2015.

DCOA will continue to implement aggressive community outreach programs to increase public awareness of the agency's programs and services for seniors and persons with disabilities who are 18 years of age and older. These activities will include advertising and announcements in weekly news publications; television ads, outreach and other community events.

To date, public service announcements have included segments on WJLA, WUSA, WHUR, and D.C. government and public access channels. Print media used by DCOA has included the Northwest Current, Senior Beacon and Washington Informer. DCOA also conducts several annual events at which information about the agency's programs and services is available, including the Senior Symposium, the annual holiday luncheon, and the intergenerational community festival. In addition, DCOA's website contains extensive information for the District's population that includes DCOA's services, calendar of events, and various publications.

2) Public Engagement and Participation

DCOA publishes proposed rules and regulations in the D.C. Register and also posts this information on the agency's website: www.dcoa.dc.gov. DCOA also conducts extensive community outreach to the agency's Senior Service Network comprised of community service providers and other key stakeholders. DCOA also secures public input on proposed rules and regulations at town hall meetings convened at DCOA's six senior wellness centers located in Wards 1, 4, 5, 6, 7, and 8. DCOA carefully reviews and considers written and verbal comments received in connection with the rulemaking process.

There are several ways that DCOA shares information and resources to keep the public properly informed:

- Website – DCOA proactively posts information and resources pertinent to the agency and the government as a whole on its website (www.DCOA.dc.gov). For example, the DCOA website includes: agency performance plans; a comprehensive list of senior services; links to Grade DC and resources for seniors.

- Agency Performance – DCOA posts agency Performance Plans and Performance Accountability Reports to its website. The Performance

Accountability Report, for example, is an annual report that rates whether or not the agency fully achieved, partially achieved, or did not achieve the initiatives and performance targets contained in the Performance Plan.

- Agency Events – DCOA also keeps the public informed about community meetings and events. DCOA post all events that are related to the senior population.

- Twitter – DCOA has a twitter account (@DCAgingNews) to tweet important information about upcoming community meetings, share recent press releases, and to re-tweet important information shared by other District agencies.

- Email – DCOA has an "Ask the Director" feature on the DCOA website for feedback on the agency's performance.

- Facebook – DCOA has a Facebook page (https://www.facebook.com/DCAgingNews) that informs the public about events, activities and important information regarding seniors and persons with disabilities who are 18 years of age and older.

DCOA also participates in public oversight hearings and roundtables before the Council of the District of Columbia, providing testimony and answering questions at these hearings and roundtables. These proceedings are televised on cable television and are also available on the Council's website.

3) **Collaboration**

DCOA regularly coordinates with a diverse array of key internal and external stakeholders in order to promote the agency's important mission and to implement and expand the agency's programs and services provided to D.C. residents who are 60 years of age and older, and to persons with disabilities who are 18 years of age and older. These stakeholders include agencies of the Government of the District of Columbia; the federal government; DCOA Senior Service Network; community advocates; and the recipients of DCOA programs and services. DCOA will continue the community outreach activities outlined above and will strive to identify additional opportunities for effective collaboration with key internal and external stakeholders.

GOVERNMENT OF THE DISTRICT OF COLUMBIA
Office of the Deputy Mayor for Public Safety & Justice

Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this Report describes how the Office of the Deputy Mayor for Public Safety & Justice has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics:

1) Transparency

The Office of the Deputy Mayor for Public Safety & Justice demonstrates a commitment to transparency through our website. To share information with the public, the website has an "Open Government and FOIA" tab. This section contains awarded contracts, an organizational chart, P card purchases, and budget. Additionally, the homepage provides links to our cluster agencies and independent agencies as well as their respective social media platforms. The Office of the Deputy Mayor for Public Safety& Justice is working closely with the Office of the City Administrator (OCA) and the Office of the Chief Technology Officer (OCTO) to identify a significant number of datasets that OCA and OCTO expect to publish online later this year. If no dataset from Office of the Deputy Mayor for Public Safety & Justice is selected to be included in the 2014 release, we will continue to work with OCA and OCTO to identify datasets appropriate to publish in 2015. In the future, requirements for open data reporting will be provided by the Chief Data Officer.

2) Public Engagement and Participation

To improve public engagement and participation, the Office of the Deputy Mayor for Public Safety & Justice uses Twitter, @SafeDC, to share information and resources. The Twitter handle, @SafeDC, allows for the swift dissemination of relevant information such as crime alerts, community meetings, public hearings, etc. Also, on the Office of the Deputy Mayor for Public Safety & Justice website, www.dmspj.dc.gov, there is a link to grade.dc.gov to provide agency specific feedback.

3) **Collaboration**

The Office of the Deputy Mayor for Public Safety& Justice improves the quality of life for District residents by coordinating and developing interagency public safety initiatives. To enhance cooperation among departments, the Office of the Deputy Mayor for Public Safety and Justice convenes a monthly meeting with agency directors and biweekly agency meetings with senior staff of public safety agencies. Additionally, these meetings are supplemented with community forums, which are highly, collaborative exercises, designed to help the Office of the Deputy Mayor for Public Safety & Justice as well as other public safety partners remain abreast of the public's concerns.

GOVERNMENT OF THE DISTRICT OF COLUMBIA
D.C. Department of Corrections

Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this report describes how the D.C. Department of Corrections (DC DOC) has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics:

1) Transparency

- DC DOC shares information with the public through a variety of sources, including but not limited to the agency website (including the Open Government section), e-mail, press releases and media advisories (featured on our website and disseminated to the media), our Facebook and Tumblr accounts, and our newly activated Twitter account. These sources allow us to make the public aware of agency resources, inform them of ongoing and/or special agency activities, keep them updated on services and programs, and showcase many of the forums and ceremonial events held throughout the year. Our Facebook account, in particular, allows us to dialogue with the public in ways we were never able to do so in the past. We have also released important documents such as our 2014 Prison Rape Elimination Act (PREA) report and our comprehensive report on Suicide Prevention, both of which can be found on the DCDOC website.
- In keeping with the required protocols for responding to FOIA requests, DC DOC responds to all within the designated time frame. We have also begun use of FOIA Express which streamlines the request and response processes.
- DC DOC will continue to use our website along with social media to increase public access to agency information. We went "live" with our Twitter account this week and plan to use it as another way to share up-to-date information about the department. Also, as with our Facebook page, Twitter will allow us real time access to the public and any questions or concerns they have about our operations.
- DC DOC is working closely with the Office of the City Administrator (OCA) and the Office of the Chief Technology Officer (OCTO) to identify a significant number of datasets that OCA and OCTO expect to publish online later this year. If no dataset from the D.C. Department of Corrections is selected to be included in this 2014 release, we will continue to work with OCA and OCTO to identify datasets appropriate to publish in 2015. In the future, requirements for open data reporting will be provided by the Chief Data Officer.

2) Public Engagement and Participation

- The D.C. Department of Corrections uses its social media accounts (Facebook, Tumblr, and recently Twitter) as a supplement to the agency website to keep the public informed. On the website, we also have the Ask the Director section available for feedback and questions from the public.
- DC DOC has quarterly meetings with stakeholder groups including our Citizens Advisory Committee (a volunteer committee of external partners who advise the agency on community feedback), the Transgender Advisory Committee (which includes representatives from the transgender and advocacy communities, medical and security staff, and executive leadership), Linking Institutions Neighborhoods and Communities - *LINCS* (our corps of volunteer organizations that collectively provide a wide range of pre and post release services and support to the offender population and correctional staff, as well as our Faith Based Advisory Council (a diverse group of clergy that provide pre- release and community support and advise the Agency Director on operational and programmatic matters). The Department also interfaces regularly with the Corrections Information Council – *CIC*, and is an active member of the Criminal Justice Coordinating Council and its subcommittees.
- DC DOC expects that the recently established Twitter account will be another major way for our agency to improve public engagement and participation. In addition to dialogue through the Twitter account, we will continue to receive feedback from the quarterly meetings with our stakeholders and community groups.

3) Collaboration

- DC DOC currently collaborates with several community groups and advisory councils in an effort to receive feedback, but also to disseminate information about the department. The agency meets with these groups at least on a quarterly basis.
  These groups include:
  - The Citizens Advisory Committee: http://doc.dc.gov/node/563382
  - The Transgender Advisory Committee: http://doc.dc.gov/page/transgender-advisory-committee
  - Criminal Justice Coordinating Council: http://cjcc.dc.gov/
  - Corrections Information Council: http://cic.dc.gov/
  - Faith-based community organizations
  - Linking Institutions Neighborhoods and Communities (LINCS)

GOVERNMENT OF THE DISTRICT OF COLUMBIA

Department of Forensic Sciences

Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this Report describes how the Department of Forensic Sciences (DFS) has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics:

Transparency

- DFS's Public Information Officer maintains the agency website (dfs.dc.gov) and Facebook page (www.facebook.com/DCDepartmentofForensicSciences), regularly posting news and information to both. The website includes an Open Government and FOIA page that includes to all sorts of DFS information, including administrative, financial, operational, and public testimony/meetings. Agency press releases are posted to the website and Facebook, as well as emailed out to dozens of media outlets.

- DFS takes its obligations pursuant to the District's Freedom of Information Act and Open Meeting Act seriously. DFS's General Counsel is the agency's FOIA officer and in the most recent fiscal year for which data is available, a disposition was reached in 100 percent of requests received and was done so in a median time of 12 days. Links are available on the DFS website that direct users to a FOIA request form, the agency's FOIA report, and the results of FOIA requests filed. Regarding Open Meetings, DFS publishes advance notice of the quarterly meetings of its Science Advisory Board in the DC Register and on its website, along with an agenda. After the meetings, notes are posted in a timely fashion, and a complete audio recording is made available upon request. Webcasting is under consideration pending technology review and application.

- DFS will regularly consider what public information to provide through existing and new media, in keeping with its mission and the statute creating the agency.

- DFS is working closely with the Office of the City Administrator (OCA) and the Office of the Chief Technology Officer (OCTO) to identify a significant number of datasets that OCA and OCTO expect to publish online later this year. If no dataset from DFS is selected to be included in this 2014 release, we will continue to work with OCA and OCTO to identify datasets appropriate to publish in 2015. In the future, requirements for open data reporting will be provided by the Chief Data Officer.

Public Engagement and Participation

- All of DFS's policies and procedures are linked in the agency's public website. Commentary/feedback can be sent to contactDFS@dc.gov.

- Through its website and Facebook page, DFS gives advance notice of any community meetings or public hearings in which the agency is participating. The website also features links to the Director's testimony at Performance and Budget Oversight Hearings before the DC Council. DFS responds promptly to any public inquiries/comments made via its website, Facebook page or emails to its Public Information Officer, Executive Assistant and members of the agency Directorate.

- Stakeholders are identified by statute, District of Columbia Code, Division 1, Title 5, Chapter 15.

- The public can contact DFS by email, Facebook page, phone and regular mail.

Collaboration

- DFS has weekly meetings of its Directorate, which includes all Department heads. Coordination among departments on agency-wide issues is discussed. Meetings are held regularly involving DFS and its stakeholder agencies, where information is exchanged and feedback sought. Additional meetings are regularly held with stakeholders to organize, prioritize and resolve issues that may arise. DSF's website and Facebook page list and give links to news, events, and updates relevant to the agency.

- DFS works with the stakeholders, media and the public to provide timely and accurate information about activities relevant to its mission.

GOVERNMENT OF THE DISTRICT OF COLUMBIA
Homeland Security and Emergency Management Agency

Open Government Report 2014

To institutionalize a culture of transparent, open, and accountable government, and to expand opportunities for resident participation and collaboration, this Report describes how the District of Columbia Homeland Security and Emergency Management Agency has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics:

1) Transparency

The District of Columbia Homeland Security and Emergency Management Agency (HSEMA) is dedicated to our mission to promote and protect life safety by ensuring that the District of Columbia is prepared to prevent, protect against, respond to, mitigate, and recover from all threats and hazards. To this end, HSEMA will publish the final versions of the District Preparedness Framework and associated documents on both our Publications webpage and the HSEMA Freedom of Information Act (FOIA) Reading Room. The public can view all HSEMA Press Releases and other important news on HSEMA's Newsroom webpage. HSEMA keeps District constituents informed via our Facebook page and Twitter feed, as well as, through the use of our electronic application (available on both Apple and Android devices) and AlertDC, the official District of Columbia communications system that sends emergency alerts, notifications, and updates directly to user devices.

HSEMA is fully committed to responding to FOIA and District Department of Transportation (DDOT) Closed Circuit Television (CCTV) Traffic Camera Feed requests from the public. HSEMA's Open Government, FOIA, and CCTV webpage describes the process for requesting this information and the timeline for responses. In order to ensure timely response to FOIA requests, HSEMA has developed a robust FOIA Response Procedure (attached) that sets out the process for HSEMA employees to respond to FOIA requests in a complete and timely manner, through the HSEMA's designated FOIA Officer.

HSEMA continues to maintain the public's access to information by providing finalized public planning documents as detailed above, in addition to providing emergency preparedness guides on our Emergency Preparedness webpage. The HSEMA Community Outreach Team works closely with citizens, employees, visitors, communities and businesses to provide vital emergency preparedness information.

HSEMA works closely with the Office of the City Administrator (OCA) and the Office of the Chief Technology Officer (OCTO) to identify a significant number of datasets which OCA and OCTO expect to publish online later this year. If no dataset

from HSEMA is selected to be included in this 2014 release, we will continue to work with OCA and OCTO to identify datasets appropriate to publish in 2015. In the future, requirements for open data reporting will be provided by the Chief Data Officer.

2) **Public Engagement and Participation**

Although HSEMA generally does not promulgate rules or regulations that affect the public, we will accept public commentary on published planning documents. Comments received will then be considered and may be incorporated during the next planning cycle.

HSEMA shares information and resources that keep the public informed by consistently conducting Community Outreach events throughout the District's eight (8) wards. HSEMA maintains an active social media presence via our Facebook page, Twitter Feed, and electronic application (available on both Apple and Android devices). HSEMA encourages all District residents, commuters, businesses, and visitors to sign up for AlertDC, the official District of Columbia communications system that sends emergency alerts, notifications, and updates directly to user's devices. In 2013 and 2014, HSEMA launched a comprehensive campaign urging all residents and visitors to sign up for AlertDC, which resulted in a significant increase in user sign-ups. Additionally, HSEMA's website remains up-to-date with important emergency preparedness related information designed to keep the public informed on what to do in an emergency, including how-to videos and instructions for making an Emergency Go Kit. Additional preparedness resources can be found on the Agency's Emergency Preparedness webpage.

In 2013, HSEMA established the Business Emergency Management Operations Center (BEMOC) to help facilitate the interaction between the public and private sectors before, during, and after an emergency.

3) **Collaboration**

In 2014, HSEMA established an unprecedented coordinated planning process that incorporates the expertise of various District, federal, regional and non-governmental entities to ensure that the needs of the whole community are appropriately addressed. Throughout the revamped planning process, HSEMA includes representatives from non-governmental and community organizations to provide commentary and input on mass care services and business preparedness.

GOVERNMENT OF THE DISTRICT OF COLUMBIA
OFFICE OF THE CHIEF MEDICAL EXAMINER

Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this Report describes how the Office of the Chief Medical Examiner (OCME) has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics:

1) Transparency

Describe the steps your agency has taken or plans to take to be more transparent. Please include a description of:

- *How and to what extent your agency shares information with the public, e.g. publication of information in the District register and on the agency website, press releases, and documents in the agency's FOIAXpress reading room.*

  The OCME is committed to a transparent and open form of Government. District agencies are required to make certain records available, including: 1) employee salary information; 2) statements of policy; 3) published opinions; 4) agency performance plans; 5) budget information; 6) District wide FOIA reports; and 7) OCME's organizational chart. OCME is incompliance with this open government mandate and the above enumerated information can be found on OCME's website at http://ocme.dc.gov/page/open-government-and-foia-ocme.

- *How the agency meets its obligations pursuant to the District's Freedom of Information Act and Open Meetings Act.*

  The OCME meets it obligation to FOIA by issuing timely responses to requestors. Moreover, when appropriate, OCME posts frequently requested documents, or documents of public interest, to the OCME's FOIAXpress reading room. The OCME meets its obligations to the Open Meetings Act by ensuring compliance for the three (3) Fatality Review Committees administered by the OCME.

- *Steps your agency will take to increase public access to information.*

  OCME will continue to timely respond to FOIA requests and post relevant information, when appropriate, to the FOIAXpress reading room. Additionally, OCME is committed to assisting FOIA requestors in identifying the proper agency to direct FOIA requests to for timely response.

- *Steps your agency will take, including an implementation timeline, to webcast live and archive on the internet board or commission meetings.*

  The OCME administers three (3) Fatality Review Boards on behalf of the District. Due to the nature of the materials reviewed by committee members Case Reviews are Closed to the Public pursuant to D.C. Official Code §§2-575(b)(1) as the law or court order requires that a particular matter or proceeding not be public; and 2-575(b)(14) to plan, discuss, or hear reports concerning ongoing or planned investigations of alleged criminal or civil misconduct or violations of law or regulations, if disclosure to the public would harm the investigation. However, OCME is committed to working with BEGA to assess how best to comply with live webcasts and archives of the meetings when appropriate and legally allowable.

- *How your agency has taken or plans to take steps to make more of its data available to the public.*

  OCME is working closely with the Office of the City Administrator (OCA) and the Office of the Chief Technology Officer (OCTO) to identify a significant number of datasets that OCA and OCTO expect to publish online later this year. If no dataset from OCME is selected to be included in this 2014 release, we will continue to work with OCA and OCTO to identify datasets appropriate to publish in 2015. In the future, requirements for open data reporting will be provided by the Chief Data Officer.

2) **Public Engagement and Participation**

Describe the steps your agency has taken or plans to take to enhance or expand opportunities for the public to participate in agency decision-making. Please include a description of:

- *How your agency provides online access to proposed rules and regulations and secures public input on them. Please list links to specific websites.*

  The OCME, in conjunction with the Department of Forensic Sciences, published notice of a proposed rulemaking in support of the D.C. Breath Alcohol Testing Program on April 27, 2014 for public comment. OCME is committed to seeking public comment when there are amendments to OCME specific regulations or statutes. Moreover, OCME publicly notices statutory authority granted to OCME for death investigations on the OCME website. Questions or comments from the public can be direct to the linked titled "Ask the Chief Medical Examiner" for a response within 24 hours of receipt or the next business day.

- *How your agency shares information and resources to keep the public properly informed, e.g. community meetings, public hearings, FAQs, and*

ways the public can provide input such as Twitter, grade.dc.gov, email contacts.

OCME publishes notice of all three (3) Fatality Review Committee meetings in accordance when the Open Meetings Act. Moreover, OCME is committed to providing timely response to media inquiries, bloggers, private citizens when requested and the information sought is subject to public release.

- *How your agency identifies stakeholders and invites their participation.*

  OCME has a variety of stakeholders including first responders, Funeral Directors, educational institutions, health care entities, and public health agencies. To invite participation with these stakeholders, OCME has attended various board and commission meetings, lectured at educational institutions, established formal and informal relationships with health care entities to better serve the District, and has actively worked with public health agencies to help inform protocols for the safe handling and dignified disposition of decedent remains.

- *Steps your agency will take to improve public engagement and participation including any new feedback tools or mechanisms the agency is considering.*

  OCME will continue to timely respond to public inquires when the requested information is subject to public release. OCME is working on a new initiative utilizing GSI mapping to compile death data to improve public health surveillance that will better inform policy decisions District wide and will encourage pubic engagement.

3) **Collaboration**

Describe the steps your agency has taken or plans to take to enhance or expand cooperation among departments, other governmental agencies, the public, and non-profit and private entities in fulfilling its obligations. Please include a description of:

- *How your agency currently collaborates with the above parties. Please list links to specific websites if appropriate.*

  OCME has been working to improve relationships with educational institutions, public health organizations and District agencies to better serve the District. This initiative has included OCME's use of the state of the art Consolidated Forensic Laboratory (CFL) to expose stakeholders to the facility and capabilities of District agencies housed at the CFL. OCME is committed to strengthening relationships with our District government agency partners to improve response and provide expertise in public emergency events involving mass fatalities.

- *Steps your agency will take to improve collaboration with the above parties including any new feedback tools or mechanisms the agency is considering, e.g. prizes, competitions, and other innovative methods.*

  OCME will continue to timely respond to public inquires when the requested information is subject to public release. As formal partnerships with these entities develops, points of contact will be identified to coordinate response to internal inquiries and to initiate public participation via educational opportunities and representation at professional societies through services as keynote speaks and, when ethically permissible, as formal members in the societal organization.

Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this Report describes how the Office of Unified Communications (OUC) has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics:

Transparency

Government should be transparent. Transparency promotes accountability and provides information for citizens about what their government is doing. Information maintained by the OUC belongs to the people of the District of Columbia. OUC will take appropriate action, consistent with law, policy and the Mayor's directive on open government, to disclose information rapidly in forms that the public can readily find and use. OUC will harness new technologies to put information about how this agency operates and how decisions are made online. OUC will also continue to solicit public feedback to identify information of the greatest use to the public.

Public Engagement and Participation

Public engagement enhances the OUC's effectiveness and improves the quality of its decisions. Knowledge is widely dispersed in society, and public officials benefit from having access to that dispersed knowledge. OUC offers the public many opportunities to interface and share thoughts on how the agency can better serve the residents of the District of Columbia. OUC maintains a robust community engagement calendar. OUC partners with the DC Office on Aging to bring Smart 911 to District Seniors. OUC has worked tirelessly to provide new avenues to reach seniors, often bringing onsite registration to the senior facilities. OUC also utilizes the Grade DC platform, where citizens can provide online feedback on their experiences with both 311 and 911. (www.grade.dc.gov) Our 311 call takers solicit feedback from citizens and we actively contact citizens to troubleshoot and resolve concerns.

OUC currently has 3,280 Twitter followers (@311DCgov). The agency has garnered positive feedback, adding another real-time reporting avenue for citizens with city service issues and concerns.

In FY14, OUC was one of the few District government agencies to score 12 out of 12 on the Language Access Compliance Scorecard. This was a direct result of our increased community

outreach schedule, and also because of our vital documents were not only translated for our agency web site, but also were printed and made available during our outreach efforts. OUC recently trained representatives at the Office of Latino Affairs on Smart911 registration so that they can assist in bringing this important OUC initiative to the Hispanic population in the District of Columbia.

OUC hosted 23 Operations tours as the agency continues to be on the cutting edge of call center technology. The Agency hosted tours for public safety dignitaries from South Korea, China, Australia, Ireland, as well as local community groups.

Collaboration

Collaboration actively engages residents in the work of their District government. OUC works collaboratively with the Metropolitan Police Department, the Fire and Emergency Medical Services Department, the DC Office on Aging, the Department of Parks and Recreation, the Office of the Chief Technology Officer, the Office of Asian and Pacific Islander Affairs, and the DC Senior Foster Care Program to engage the public and to solicit public feedback to assess and improve the services we provide to the public. OUC has used these partnerships to sign up nearly 500 District seniors for Smart911 and to provide information to more than 2000 people at 18 separate events.

GOVERNMENT OF THE DISTRICT OF COLUMBIA
Department of Consumer and Regularity Affairs

Open Government Report 2014

To institutionalize a culture of transparent, open government and accountability and to expand opportunities for resident participation and collaboration, this Report describes how the Department of Consumer and Regulatory Affairs (DCRA) has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following:

1) Transparency

The Department of Consumer and Regulatory Affairs has taken the following steps to be more transparent:

- *Promotion of Green Building Program, including LEED accreditation and increased public outreach on the benefits of green construction*
- *Implementation of new vending regulations, resulting in a more predictable and transparent licensing and site-assignment process*
- *Simplification of trade name process, consolidating trade name registration under one agency for license application renewals*
- *Establishment of a new, streamlined Basic Business License process for one and two-family rentals with self-certification*
- *Online submission of plans through ProjectDox, an innovative web application streamlining the review process*
- *Creation of an online Permit Intake Validation System (PIVS), which provides the public a one-stop shop for key information on a particular address, including property ownership, zoning, building permit issued, business licenses, and property code citations*
- *Increase in online/mobile services such as Business License Verification, E-Corp, Business License Renewal, and Building Permit Applications*
- *Reduction in paper support of DCRA 'Paperless Permitting Initiative – today 100% of building permit applications are completed via the Online Construction Permit Application Intake System (OCPI)*

- *Offer online access to searchable versions of the District's Construction Codes at http://www.ecodes.biz/ecodes_support/Free_Resources/2013DistrictofColumbia/13DistrictofColumbia_main.html.*

- ***District's Freedom of Information Act and Open Meetings Act.***

DCRA has created an Open government and FOIA page on its website that consist of the following information about the agency that can be obtained by accessing the published links

- Public Employee Salary Information (Please note that this is the complete listing of District employees. Agency designation is located in column two.)
- Administrative Staff Manuals
- Other Agency Determinations of the Rights of the Public
- DCRA's FY14 budget
- Minutes of Public Meetings
- Absentee Owners Addresses and Building Permits (DCRA & Tax & Revenue)
- Building Permit List (Frequently Requested Public Records)
- DCRA Statement of Policy and Regulations
- P Card Purchases (Information dealing with the receipt or expenditure of public funds)
- Awarded Contracts
- DCRA Organizational Chart
- DCRA Performance Plans
- Submit Feedback using Grade DC
- District-wide FOIA Reports

DCRA also processes all Freedom of Information Act Requests through FOIAXPRESS, a District government web-based portal by which Freedom of Information Act requests can be processed and tracked.

- ***Steps your agency will take to increase public access to information.***

  DCRA is currently working to create a One City Portal – which is an integrated licensing and information system that will allow other government agencies and the public to communicate with each other in real time.

- ***How your agency has taken or plans to take steps to make more of its data available to the public.***

DCRA is working closely with the Office of the City Administrator (OCA) and the Office of the Chief Technology Officer (OCTO) to identify a significant number of datasets that OCA and OCTO expect to publish online later this year. Currently, several sets of the agency's data are available at data.dc.gov.

2) Public Engagement and Participation

Describe the steps your agency has taken or plans to take to enhance or expand opportunities for the public to participate in agency decision-making. Please include a description of:

- ***How does your agency provide online access to proposed rules and regulations and secures public input on them. Please list links to specific websites.***

The agency publishes any emergency, proposed, or final rules in the District of Columbia Register, which is available to the public online at dcregs.dc.gov. As part of the proposed rulemakings, members of the public are provided with at least 30 days to submit comments. The process for submitting comments is included at the end of all proposed rulemakings.

Links to some other regulations may be found at: http://dcra.dc.gov/page/regulations-dcra.

The Construction Codes Coordinating Board (CCCB) provides the opportunity for members of the public to submit code change proposals, and to participate in technical advisory groups (TAGs) that make recommendations to the CCCB on code changes. In the last code cycle, completed in March 2014, hundreds of people and organizations, representing industry, design professionals, residents, and other stakeholders, participated in the code development process.

More information about the CCCB and the TAGS is provided on the DCRA website at: http://dcra.dc.gov/service/construction-codes-coordinating-board

- ***How does your agency share information and resources to keep the public properly informed, e.g. community meetings, public hearings, FAQs, and ways the public can provide input such as Twitter, grade.dc.gov, email contacts.***

The public can access almost all permitting and licensing information twenty-four hours per day, seven days a week on DCRA's PIVS system.

The agency also responds to inquiries and concerns raised via Twitter, grade.dc.gov, and email.

The DCRA website offers a wealth of information for the public on how to get a business license or for background on permitting. For example, checklists are available on the DCRA website showing all the documentation that is required to a secure a business license, so that an applicant can quickly identify requirements.

DCRA also currently participates in Advisory Neighborhood Commission(ANC) meetings, community open houses, and permit stakeholder meetings.

DCRA uses ward based inboxes to share information with the public. The ward based inboxes are email accounts that were created for the sole purpose of accommodating the high demands of staff members from the Executive Mayors Office, Council offices, and the District's ANCs. These inboxes range from 1-8 (one for each ward of the city). With this system, constituents can expect excellent customer service, fast response times, and a personal agency liaison to address questions and concerns.

In addition, to the ward-based inboxes, DCRA uses the IQ system , which is a citywide database used to collect concerns, questions, and inquires from the residents of DC. All DCRA-related IQ inquires come in through resources such as "Ask the Director" on the DCRA website, the email address housinginspections@dc.gov, the email address dcra@dc.gov, or through the 311 call center.

- ***How does your agency identify stakeholders and invite their participation.***

DCRA identifies stakeholders as being residents, business owners, district and federal government agencies and visitors seeking to do business in the District. Agency management (including the director), readily make themselves available for meetings with stakeholders.

- ***Steps your agency will take to improve public engagement and participation including any new feedback tools or mechanisms the agency is considering.***

DCRA has one of the District governments most popular Twitter accounts with more than 7,000 followers. The agency will continue to use feedback from Twitter in addition to feedback received through more traditional means.

The agency is implementing an online permitting submission and review system that gives permit applicants easier access to feedback on discipline reviews. DCRA is also looking at expanding personalized service programs like the Small Business Resource Center, so that customers are assigned a single point of contact, which should allow feedback to reach its desired source more quickly and effectively.

3) Collaboration

Describe the steps your agency has taken or plans to take to enhance or expand cooperation among departments, other governmental agencies, the public, and non-profit and private entities in fulfilling its obligations. Please include a description of:

- ***How your agency currently collaborates with the above parties. Please list links to specific websites if appropriate.***

Currently, DCRA collaborates with the above parties by way of the Small Business Resource Center (SBRC). The Small Business Resource Center is designed to provide one-on-one technical assistance, educational assistance, and group workshops to future and current business owners seeking to navigate through the District's regulatory environment. Through the SBRC, DCRA has established partnerships with both the private sector and District and federal government agencies. Partnerships play a critical role in providing small business education assistance to SBRC customers. The SBRC is a key initiative among the efforts of the District to become a more business-friendly jurisdiction.

DCRA's SBRC continues to build partnerships which contribute to increasing agency and communication transparency through its outreach efforts. The SBRC demonstrates the collective efforts by District agencies and private sector partners to provide a platform for entrepreneurs to receive one-on-one consultations and group workshops. The goal is that entrepreneurs will be educated to start their businesses efficiently and in compliance with all of the District's regulatory requirements. The SBRC is a prime example of DCRA moving aggressively towards streamlining business regulatory processes, enhancing transparency and communication, and providing good customer service to the small business community.

SBRC FY2014 Top Five Events – To Date:

1. V ending Regulation Training Symposium – 10/18/13 **(Approximately 69 Attendance)**
2. DC Bar Pro Bono Clinic – 10/22/13 **(Approximately 65 Attendance)**
3. V ending Regulation Training Symposium – 10/26/13 **(Approximately 49 Attendance)**
4. DC Bar Pro Bono Clinic – 01/15/14 **(Approximately 49 Attendance)**
5. PorjectDox Training for District of Columbia Building Industry Association (DCBIA) – 01/29/14 **(Approximately 50 Attendance)**

Table 1

DCRA's Small Business Resource Center (SBRC)
Fiscal Year 2014

QUARTER	EVENT TYPE	TOPIC	DATE	APPROXIMATELY ATTENDED
Q1	Workshops	DC Bar Pro Bono Clinic	Tuesday, October 22, 2013	**65**
Q1	Training	Vending Regulations Training Symposium	Saturday, October 26, 2013	**49**
Q1	Training	Vending Regulations Training Symposium	Monday, October 28, 2013	**69**

Q1	Workshops	Office of Asian & Pacific Islanders / Connect - Engage & Build Launch Event	Thursday, November 14, 2013	**40**
Q1	Workshops	Affordable Care Act for Small Biz	Thursday, November 14, 2013	**13**
Q1	Workshops	Octane and Fuel Pump for Merchants	Wednesday, November 20, 2013	**5**
Q1	Workshops	Affordable Care Act for Small Biz	Saturday, December 07, 2013	**9**
Q2	Workshops	How to Open a Small Business in DC	Wednesday, December 11, 2013	**38**
Q2	Workshops	DC Bar Pro Bono Clinic	Wednesday, January 15, 2014	**49**
Q2	Workshop	Permits ProjectDox Training (District of Columbia Building Industry Association - DCBIA)	Wednesday, January 29, 2014	**50**
Q2	Workshop	Money Smart for Small Businesses	Thursday, January 30, 2014	**16**

On Monday, August 25, 2014, the SBRC held its 2nd Entrée DC Food and Drink Forum, which took place at the Washington, DC Convention Center. The forum focused on providing breakout sessions on the following topics:

1) D.C. Government Regulatory Processes
2) Do's and Don'ts of Opening a Food Industry Business in D.C.
3) Financial Management
4) How to Get Financing to Open a Business
5) Entering into a Building Lease Agreement
6) Ins and Outs of Food Trucks, Public Markets, and Vending

490 registered 300+ attended

Internal District Government Partners Include:

- DCRA's Corporations, Permit Operations Division, Business Licensing, and Office of the Zoning Administrator
- Office of Tax and Revenue (OTR)
- Department of Health (DOH)
- Alcohol and Beverage (ABRA)
- Office of the Deputy Mayor's Office for Planning and Economic Development (DMPED)
- Department of Small and Local Business Development (DSLBD)

External Collaborators who offer small business development support include:

- DC Women Business Center (DCWBC)
- DC Bar Pro Bono
- DC Small Business Development Center (DC SBDC)
- Washington Area Community Investment Fund (WICIF)
- Federal Deposit Insurance Corporation (FDIC)

DCRA constantly reaches out to sister agencies through Projectdox as well as encourages customers to discuss experiences through grade.dc.gov. The agency also participates in Tenant Housing Advocates meetings and conferences, American Institute of Architects meetings, and the District of Columbia Building Industry Association meetings.

DCRA's Occupational and Professional Business Licensing Department collaborates with the Department of Health and a host of boards and commissions as well.

- ***Steps your agency will take to improve collaboration with the above parties including any new feedback tools or mechanisms the agency is considering, e.g. prizes, competitions, and other innovative methods.***

The Department of Consumer and Regulatory Affairs Small Business Resource Center will house a six-month pilot project in the fall of 2014 to accelerate the permitting, inspection, zoning, and business licensing approval process for new, small businesses in the District.

GOVERNMENT OF THE DISTRICT OF COLUMBIA
Department of Employment Services

Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this Report describes how the **Department of Employment Services (DOES)** has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics:

1) Transparency

Describe the steps your agency has taken or plans to take to be more transparent. Please include a description of:

- *How and to what extent your agency shares information with the public, e.g. publication of information in the District register and on the agency website, press releases, and documents in the agency's FOIAXpress reading room.*

DOES shares information with the public through various methods of external communication, including written letters, correspondence, and email blasts to customers; brochures, flyers, fact sheets, and poster displays at American Job Centers; and Interactive Voice Response (IVR) messaging via our main DOES customer service telephone line. One of our central communication methods to disseminate public information most expeditiously, however, is via the DOES website where we publish timely press releases on employment data, program and event announcements and outcomes, and major grant and funding awards from the U.S. Department of Labor (USDOL), etc.; current labor statistics and new labor publications developed by the Office of Labor Market Research and Information; and unemployment compensation information and important announcements for UI claimants and employers. The DOES website is constantly monitored and updated regularly. DOES also publishes major announcements related to employment-related laws and law modifications in the District's public register (e.g., Office of Wage and Hour law updates, First Source law updates, etc.) as well as public Notices of Funding Availability (NOFAs) and grant opportunities, etc.
www.does.dc.gov
http://does.dc.gov/newsroom
http://does.dc.gov/page/labor-statistics
http://does.dc.gov/page/unemployment-compensation

- *How the agency meets its obligations pursuant to the District's Freedom of Information Act and Open Meetings Act.*

DOES publishes all public meetings and events on its online calendar on the front page of the DOES website, and minutes of all applicable DOES public proceedings are published

online. In addition, DOES makes all final opinions and orders of adjudicated cases available online and FOIA-able. All FOIA requests sent to DOES via the DC Government Public FOIA Portal or by mail, fax, or email are processed by the agency's FOIA officer and handled professionally and expeditiously.
http://does.dc.gov/page/dc-apprenticeship-council-meeting-minutes
http://does.dc.gov/page/compensation-review-board

- *Steps your agency will take to increase public access to information.*

DOES will continue to publish all vital public information on its main website, including press releases with regard to employment-related information and updates, significant USDOL announcements, and event announcements and outcomes; post, display, and distribute vital public information at all American Job Centers; broadcast regularly updated messaging on our IVR system; and provide timely written correspondence to our customers, as warranted. In addition, DOES will begin to disseminate at American Job Centers and public forums, as well as post online, more employment-related fact sheets and FAQs, including job retention and job readiness information; employee wage and hour rights and changes to laws that effect employees; veteran-, youth- and senior-related services and opportunities; unemployment compensation-related announcements and materials, etc.

- *Steps your agency will take, including an implementation timeline, to webcast live and archive on the internet board or commission meetings. (This question only applies to agencies that are overseen or advised by a board or commission that is subject to the Open Meetings Act.)*

N/A

- *How your agency has taken or plans to take steps to make more of its data available to the public.*

DOES is working closely with the Office of the City Administrator (OCA) and the Office of the Chief Technology Officer (OCTO) to identify a significant number of datasets that OCA and OCTO expect to publish online later this year. If no dataset from DOES is selected to be included in this 2014 release, we will continue to work with OCA and OCTO to identify datasets appropriate to publish in 2015. In the future, requirements for open data reporting will be provided by the Chief Data Officer.

2) Public Engagement and Participation

Describe the steps your agency has taken or plans to take to enhance or expand opportunities for the public to participate in agency decision-making. Please include a description of:

1. *How your agency provides online access to proposed rules and regulations and secures public input on them. Please list links to specific websites.*

DOES lists links to all proposed and final rules, regulations, and requests for public comment on all program-related web pages pertaining to said proposed rulemaking and regulations. Specifically, the most frequently amended employment-related rulemakings and laws pertain to the Office of Wage and Hour (e.g., Living Wage, District of Columbia Minimum Wage Law, Accrued Sick and Safe Leave Act), and all amendments and updates are posted on the DOES Wage and Hour Compliance web page in real time.
http://does.dc.gov/service/wage-and-hour-compliance

2. *How your agency shares information and resources to keep the public properly informed, e.g. community meetings, public hearings, FAQs, and ways the public can provide input such as Twitter, grade.dc.gov, email contacts.*

DOES shares with and distributes information and resources to the public at American Job Centers, public forums, ANC meetings, hiring fairs, and public outreach events held at DOES Headquarters, American Job Centers, and external venues with partner organizations throughout the Washington metropolitan area. The DOES IVR system is updated regularly with important announcements, and the DOES website is a principal medium to disseminate vital information to the public, including public meeting notices, programmatic FAQs and factsheets, public testimony, grant and funding availabilities, annual reports, state plans, etc. In addition, requests for comment on proposed rulemakings are posted on the DOES website as well as published in the District's public register. DOES also maintains an active social media presence. Twitter updates are posted regularly to the DOES website front page, and the Office of Youth Programs uses social media as a primary communication method to engage and correspond with District youth. Constituents young and old respond regularly to DOES Twitter and Facebook postings. Grade DC is another primary mechanism used by DOES to obtain feedback from customers regarding DOES customer service and is marketed at all DOES events as well as employed by American Job Center staff to solicit real-time, constructive feedback.

3. *How your agency identifies stakeholders and invites their participation.*

DOES has a vast network of partner organizations, stakeholders, and customers and constituents who have participated in DOES employment-related events or received agency services. DOES maintains several stakeholder databases, including the One City • One Hire database, the Contracts and Procurement database, and the District's DCNetworks database/Virtual One Stop (VOS) system that serves as the system for all Wagner/Peyser, Workforce Investment Act (WIA) and Trade Act participants. To invite relevant stakeholders to participate and/or partner in specific events or to apply for applicable funding opportunities, DOES identifies and matches stakeholders in these database with related pre-screening and hiring events, partnership opportunities,

and grants and funding solicitations. Requests for participation are sent via written or verbal correspondence that includes letters, emails, online registrations (e.g., Eventbrite) and in-person and telephonic invitation requests; invitations and calendar announcements are also posted on the main DOES website.
www.does.dc.gov
www.dcnetworks.org
http://onecityonehire.org/

4. *Steps your agency will take to improve public engagement and participation including any new feedback tools or mechanisms the agency is considering.*

To enhance our public engagement efforts as well as increase instant, real-time customer feedback, DOES will begin generating more online feedback tools to post on the main DOES website and individual programmatic web pages, including online customer service surveys using Survey Monkey; installing desktop customer feedback links (e.g., Grade DC) on all public access computers at American Job Centers, and developing a cost-efficient strategy to utilize the agency's One-Stop Mobile Unit on a steady basis to register District residents for DOES programs and services at community events across the city.

3) **Collaboration**

Describe the steps your agency has taken or plans to take to enhance or expand cooperation among departments, other governmental agencies, the public, and non-profit and private entities in fulfilling its obligations. Please include a description of:

- *How your agency currently collaborates with the above parties. Please list links to specific websites if appropriate.*

DOES partners with several sister District agencies as well as collaborates with numerous external private and non-profit organizations to fulfill its mission, vision, and public obligations. DOES engages in robust collaborations with the following sister agencies:

- DC Public Schools (DCPS)/ Office of the State Superintendent of Education (OSSE)/ Department of Youth Rehabilitation Services (DYRS)/ Child and Family Services Agency (CFSA) – Various youth-related initiatives, including Summer Youth Employment Program (SYEP), Mayor's Youth Leadership Institute (MYLI), One City High School Internship Program (OCHSIP), In-School and Out-of-School Programs, etc. (http://dcps.dc.gov, http://osse.dc.gov, http://dyrs.dc.gov, http://dc.gov/agency/child-and-family-services-agency, http://cfsa.dc.gov)
- Office of Human Rights (OHR) – Language Access Program (http://ohr.dc.gov)

- Office of Disability Rights (ODR) – Disability-related customer services and relations, e.g., American Sign Language customer services (http://odr.dc.gov)
- Office on Aging (DCOA) – Senior Community Service Employment Program (SCSEP) (http://dcoa.dc.gov)
- Office of Veterans Affairs (OVA) – All DOES veteran-related initiatives (http://ova.dc.gov)
- Office on Returning Citizens Affairs (ORCA)/Office of Gay, Lesbian, Bisexual and Transgender Affairs – Project Empowerment Program (http://orca.dc.gov, http://glbt.dc.gov)
- Office of Contracting and Procurement (OCP) – All DOES contracting, procurement, and funding initiatives (http://ocp.dc.gov)
- Office of Administrative Hearings (OAH) – All DOES customer-related adjudication services (http://oah.dc.gov)

▪ *Steps your agency will take to improve collaboration with the above parties including any new feedback tools or mechanisms the agency is considering, e.g. prizes, competitions, and other innovative methods.*

To enhance our collaborations with external private and non-profit organizations, DOES will develop strategies to increase partnerships with stakeholders who share a mission akin to the DOES mission which is to help put people to work. These collaborations include increased public outreach efforts, hiring fairs, and employment-related public forums. DOES will also begin sharing DOES programs and services links to post on partner organization websites to increase DOES online traffic and in-person visits to American Job Centers. In addition, DOES will continue to enhance and update its job seeker resources web page with a wide range of direct links to partner organization sites and a number of tools and resources, complete with and a brief description of what the sites have to offer.
(http://does.dc.gov/node/206292)

GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT OF HOUSING AND COMMUNITY DEVELOPMENT

Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this Report describes how the Department of Housing and Community Development (DHCD) has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics:

1) Transparency

Describe the steps your agency has taken or plans to take to be more transparent. Please include a description of:

- *How and to what extent your agency shares information with the public, e.g. publication of information in the District register and on the agency website, press releases, and documents in the agency's FOIAXpress reading room.*

  - DHCD has revised its website homepage to make it a more user-friendly tool for District residents including:
    - "DHCD Live Reports" features daily tweeter updates
    - The "What's New" section offers highlights on media advisories, press releases, reports, Solicitation for Offers, Request for Proposals, public meeting notices and program announcements
    - "Featured News" offers the latest in DHCD press releases, newsletters, testimonies and advisories
    - The "DHCD Project Pipeline Report" provides stakeholders with real time dates on the status of affordable housing development
    - Viewing our "Upcoming Events" section affords residents a short listing of DHCD meetings, workshops and outreach events

  - DHCD releases an annual report each fiscal year (October 1st to September 30th) highlighting the Department's accomplishments, policy and procedure revisions, financials and overall performance. This publication is produced and published under the guidance of the DHCD Office of Communications and Community Outreach. To view the annual reports please see the below listing:
    - FY 2013 Annual Report (see link: http://dhcd.dc.gov/publication/dc-department-housing-and-community-development-fy-2013-annual-report)
    - FY 2012 Annual Report (see link: http://dhcd.dc.gov/publication/dc-department-housing-and-community-development-fy-2012-annual-report)

- The DHCD website is a wealth of information for all stakeholders from media, to residents, to development partners. In addition to renaming the tabs, "Communities", "Development" and "Residents" to better speak to stakeholders there are several locations on the site that has resourceful information.
    - Press releases can be found here: http://dhcd.dc.gov/newsroom/press-releases
    - Media advisories can be found here: http://dhcd.dc.gov/newsroom/advisories
    - Agency publications can be found here: http://dhcd.dc.gov/publications
    - Solicitations can be found here: http://dhcd.dc.gov/node/19152

- *How the agency meets its obligations pursuant to the District's Freedom of Information Act and Open Meetings Act.*

    - The DHCD makes records and reports available online to the public, if the records exist. In cases where these records exist but are not yet available online, DHCD is working to provide them as soon as possible. The current available FOIA information is listed below:
        - Employee Salary Information (Please note that this is the complete listing of District employees. Agency designation is located in column two.)
        - Administrative Staff Manuals and Instructions
        - Final Opinions Made in the Adjudication of Cases
        - Statements of Policy
        - P Card Purchases
        - Awarded Contracts
        - DHCD's FY14 Budget
        - Minutes of Public Meetings
        - Housing Regulations
        - DHCD Performance Plans
        - District-wide FOIA Reports
        - DHCD Organizational Chart
        - Submit Feedback

- *Steps your agency will take to increase public access to information.*

    - We are further revamping the DHCD homepage and subsidiary online platforms by:
        - Revising DCHousingSearch.org, and our programs/divisions to include Residential and Community Service Division, and the Inclusionary Zoning Program
        - Continuing updates of Community Interest projects such as:
            - Big-K Site Development
            - Build Green DC

- Community Housing Development Organizations (CHDO) Developments
- Neighborhood Revitalization Program
- Rent/Income Limits

➢ Implementing a formalized process to handle marketing/communication requests to insure an accurate, consistent message is reaching the public
➢ DHCD Stakeholder Reports are distributed to ANC, CBO, sister agencies, partners, community leaders and stakeholders
➢ All public media activity is posted
➢ Continuous social media updates via the DHCD Twitter and Facebook feeds

▪ *Steps your agency will take, including an implementation timeline, to webcast live and archive on the internet board or commission meetings. (This question only applies to agencies that are overseen or advised by a board or commission that is subject to the Open Meetings Act.)*
  - All of the DHCD meeting spaces have been equipped with video teleconferencing hardware that will enable public meetings at the agency to be viewed online as well as recorded and posted on various medians as podcasts.

▪ *How your agency has taken or plans to take steps to make more of its data available to the public.*

The Department of Housing and Community Development is working closely with the Office of the City Administrator (OCA) and the Office of the Chief Technology Officer (OCTO) to identify a significant number of datasets that OCA and OCTO expect to publish online later this year. If no dataset from DHCD is selected to be included in this 2014 release, we will continue to work with OCA and OCTO to identify datasets appropriate to publish in 2015. In the future, requirements for open data reporting will be provided by the Chief Data Officer.

2) **Public Engagement and Participation**

Describe the steps your agency has taken or plans to take to enhance or expand opportunities for the public to participate in agency decision-making. Please include a description of:

▪ *How your agency provides online access to proposed rules and regulations and secures public input on them. Please list links to specific websites.*

  - The DHCD provides online access to rules and regulations at the following websites:
    ➢ Administrative Staff Manuals and Instructions

        - Final Opinions Made in the Adjudication of Cases
        - Statements of Policy
        - DHCD's FY14 Budget
        - Minutes of Public Meetings
        - Housing Regulations
        - District-wide FOIA Reports
        - Submit Feedback

- *How your agency shares information and resources to keep the public properly informed, e.g. community meetings, public hearings, FAQs, and ways the public can provide input such as Twitter, grade.dc.gov, email contacts.*
    - DHCD shares information and resources to inform the public through various mediums and also asks for feedback from District residents and businesses through:
        - Community Meetings
        - Housing Production Trust Fund public meetings
        - Events and Outreach activities
        - Community Based Non Profit Organizations
        - Newspaper Ads
        - Social Media – Blogs, Twitter and Facebook
        - Ask the Director

    - Frequently Asked Questions can be found in various locations:
        - DHCD FAQs: http://dhcd.dc.gov/page/dhcd-frequently-asked-questions

- *How your agency identifies stakeholders and invites their participation.*
    - Stakeholders are identified through attendance at DHCD events and meetings, CBOs and our partnerships with sister agencies, developers, landlords, property managers, realty agents, bankers, general contractors.

- *Steps your agency will take to improve public engagement and participation including any new feedback tools or mechanisms the agency is considering.*
    - The DHCD is using the "DHCD Project Pipeline Report" to connect with stakeholders on the real time status of affordable housing in the District.
    - Twitter, Facebook and the WordPress Blog are providing new opportunities for public engagement and gathering feedback from stakeholders.

3) **Collaboration**

Describe the steps your agency has taken or plans to take to enhance or expand cooperation among departments, other governmental agencies, the public, and non-profit and private entities in fulfilling its obligations. Please include a description of:

- *How your agency currently collaborates with the above parties. Please list links to specific websites if appropriate.*

  - The Architectural Research Institute (ARI) was founded through collaboration between the University of the District of Columbia and the D.C. Department of Housing and Community Development (DHCD) Homestead Preservation Program. The Homestead Preservation Program is now the Property Acquisition Disposition Division (PADD) and Single Family Residential Rehabilitation Program (SFRRP). DHCD has been ARI's primary client for the past twenty plus years. This collaboration provides comprehensive architectural services allowing for the reclamation of the city's vacant, boarded and run down housing, rehabilitating them for low- and middle- income residents, thus giving them the opportunity to become homeowners. Since its inception in 1987, ARI has provided architectural services on the renovation and rehabilitation of more than 606 homes and apartments at a cost of more than S90 million, positively impacting thousands of District residents in all eights wards of D.C.

    The Architectural Research Institute (ARI) provides cross-disciplinary research and service to support livable, sustainable, global cities. As the clinical arm of UDC's Department of Architecture and Community Development, ARI is tasked with the community service component as part of the College of Agriculture, Urban Sustainability and Environmental Sciences, home of the District's land grant programs. http://www.udc.edu/college_of_urban_agriculture_and_environmental_studies/architectural_research_institute

  - Multiple District agencies have programs mitigating health risks posed by environmental contaminants such as lead, mold, and carbon monoxide. DHCD worked with DDOE, DCHA, FEMS, and other agencies to catalog and provide status on environmental health hazards in the District's affordable housing stock.

  - As part of National Home-Ownership Month, DHCD worked with community partners to host a housing expo in June 2014. The Expo provides resources for all residents of the District, including information for renters, homeowners, potential homeowners, landlords and residents facing foreclosure. This is a partnership with local CBOs, realtors, financial institutions, local vendors, service providers and many more. Activities include hands on demonstrations, classes on financial and homeownership issues, presentations about DHCD programs and how to

access them, and an exhibitor hall with private, public and community based organizations offering an array of products, services, and programs for District residents.

- DHCD brought together housing development government and nongovernmental stakeholders to develop standards for site selection and urban design which met the standards of Healthy by Design. DHCD then implemented the Healthy by Design standards for evaluating and selecting projects for affordable housing.

- PAMD began an initiative to work with Community Based Organizations (CBO) to provide post-closing counseling as well as work with the Greater Washington Urban League (GWUL) to ensure client long-term success.

- PADD will work with the Office of the Deputy Mayor for Planning and Economic Development (DMPED) to identify possible sites for business incubators as outlined in The 5 year Economic Development Plan.

- *Steps your agency will take to improve collaboration with the above parties including any new feedback tools or mechanisms the agency is considering, e.g. prizes, competitions, and other innovative methods.*
  - DHCD is consistently working with partner agencies, developers, community based organizations and residents to continue to proficiently gauge housing needs, attain innovative ideas and suggestions and further leverage resources that will allow for the continued development and preservation of affordable housing for low and moderate income residents for years to come. This will be done through various focus groups, community meetings, public hearings, consolidated Notice of Funding Availability, brain trusts with public and private entities and a host of other tactics.

GOVERNMENT OF THE DISTRICT OF COLUMBIA
Department of Small and Local Business Development

Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this Report describes how the Department of Small and Local Business Development has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics:

Transparency

The DC Department of Small and Local Business Development (DSLBD) supports the growth, development, and retention of District based businesses and supports economic development throughout the District's commercial corridors. In order to increase accountability and transparency, promote informed public participation, and create economic development opportunities, DSLBD has expanded access to information by making it proactively available online. Updates regarding DSLBD programs and initiatives are shared with the public utilizing several methods including, press releases, special notices, and DC Register entries that are posted on DSLBD's website. DLSBD also releases information via an external mailing list available to media, community partners, and District small business owners. In an effort to increase public access to information, DSLBD continually seeks ways to better utilize its website and social media outlets.

Pursuant to the District's Freedom of Information Act, DSLBD has responded to every request received in a thorough and timely manner to the extent permitted by law and subject to valid privacy, confidentiality, security, or other restrictions. Any information requested by the public has been made readily available and annual Freedom of Information Act reports are accessible on the Department's website.

DSLBD is working closely with the Office of the City Administrator (OCA) and the Office of the Chief Technology Officer (OCTO) to identify a significant number of datasets that OCA and OCTO expect to publish online later this year. If no dataset from DSLBD is selected to be included in this 2014 release, we will continue to work with OCA and OCTO to identify datasets appropriate to publish in 2015. In the future, requirements for open data reporting will be provided by the Chief Data Officer.

Public Engagement and Participation

In order to create more informed and effective programs that support small business development, DSLBD has enhanced and expanded opportunities for the public to have a voice regarding agency programs and services. Through online access to information and resources, such as frequently asked questions, GradeDC, and contact information for key programs staff, DSLBD ensures the public is properly informed. Public input and feedback is welcomed on the

agency's website and through social media activity. In an effort to improve public engagement and participation, DSLBD will publish a quarterly newsletter and welcome content suggestions from stakeholders and community partners.

Collaboration

DSLBD has made great strides in enhancing and expanding its practices to further cooperation among departments, other governmental agencies, the public, and non-profit and private entities in fulfilling its obligations. In 2014 DSLBD transformed its office into a mobile, co-work space where agency staff, community development organizations, and small businesses collaborate daily to improve the DC small business environment. This concept is called the Small Business Inclusion Center. The SBIC supports co-location of federal government agencies, local government agencies, and nonprofit community development organizations. Modern business technology, updated policies and procedures for mobile working, and a performance-based culture allow the Center to attract organizations that collaborate to help small businesses succeed in Washington, DC.

The goal of SBIC is to improve the environment for small businesses in the District of Columbia by creating a space where agency staff and partners of the agency collaborate in real-time in setting reflective of the way business is done today – emphasizing mobility, adaptability, and accountability. Since implementation in FY14, the Center has added 14 new partner organizations such as the U.S. Department of Commerce, the Service Corps of Retired Executives (SCORE), and the Washington Area Community Investment Fund. Further, DSLBD averages a Grade.DC.gov score of 'A' due to the SBIC's creative approach to catalyzing small business programs.

Additionally, DSLBD has leveraged cooperative agreements with federal government agencies to provide business development programs for District small businesses in the areas of technology, export, and government procurement, all while continuing to collaborate with other District government agencies and community partners in educating and equipping the District small businesses with the tools they need to thrive.

GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT OF INSURANCE, SECURITIES AND BANKING

Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this report describes how the Department of Insurance, Securities and Banking (DISB) has and will continue to develop and enhance transparency, public participation and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics:

1) Transparency

Describe the steps your agency has taken or plans to take to be more transparent.

As required by Mayor's Order 2014-170: Transparency, Open Government and Open Data Directive, the Department of Insurance, Securities and Banking (DISB), created an Open Government and Freedom of Information Act (FOIA) section on our website to help enhance transparency with the public. The page contains frequently requested District-wide information including employee salaries, budget, performance plans, fiscal year spending from 2004 through 2014, the District Personnel Manual and other District-wide FOIA reports. There the public can also find the department's organizational chart, administrative orders, statements and interpretations of policy, minutes of public meetings, databases for licensed insurance companies and producers, the employee handbook and how to contact the department's FOIA officer.

The newest feature of the page is a searchable database of insurance companies' policy form and rate filings, which was the most frequently-requested FOIA-related topic for DISB in 2014. The database is a part of the National Association of Insurance Commissioners' System for Electronic Rate and Form Filing. The database contains form and rate filings for life, health and property and casualty plans from 2008 to the present.

Additionally, DISB has improved accessibility to information on its website. DISB's website, disb.dc.gov, is the hub of public information for the agency and we work to keep it updated on a daily basis with information for our residents and regulated entities. In fact, following a redesign of disb.dc.gov in late 2012, there has been a 30 percent increase in visitor traffic to the website. DISB also utilizes traditional and social media to get information to the public (the agency issued 23 press releases in 2014 and was quoted or referenced in 66 news articles.)

DISB uses our Twitter account with 1,208 followers, Facebook account and You Tube channel to disseminate public information and to share consumer financial and insurance information with the D.C. community. (See DISB News and Publications.) DISB also posts announcements in the *DC Register*, when applicable.

DISB made available information on its receivership and liquidation processes, specifically in the cases of DC Chartered Health Plan, Inc. Rehabilitation, and the liquidations of Ocean Risk Retention Group and Regional Health Insurance Co. The public has been able to follow along

with the status of those cases on our website. In addition, DISB has maintained dedicated webpages for other important agency work such as the surplus review of Group Hospitalization and Medical Services, Inc. (GHMSI), a subsidiary of CareFirst, Inc. and the rate review for health insurance plans on DC Health Link, the city's health insurance marketplace created by the federal health care law, the Affordable Care Act. The above referenced links can be found below:

- DC Chartered Health Plan, Inc. Rehabilitation
- Ocean Risk Retention Group Liquidation
- Regional Health Insurance Co. Liquidation
- Review of CareFirst's 2011 Surplus
- January 2015 Approved Rates for Health Plans on DC Health Link

DISB also made available other public documents such as testimonies before the D.C. Council, bulletins, publications and announcements on disb.dc.gov. DISB also maintained an automated subscription service on its website where the public can sign up for updates from our department at this link.

For 2015, DISB will continue to identify new information that should be posted for public review as well as continue working with the Office of the City Administrator and the Office of the Chief Technology Officer in the overall effort of making the Government of the District of Columbia more transparent.

2) **Public Engagement and Participation**

Describe the steps your agency has taken or plans to take to enhance or expand opportunities for the public to participate in agency decision-making. Please include a description of:

In 2014, to keep the public apprised of legislative actions that affected our department, we added a section on legislation and regulations to disb.dc.gov. There, the public can review enacted and pending legislation and final and proposed rulemakings. The public can submit comments on proposed actions by contacting the designated contact person or following the instructions provided in the *DC Register*. The legislation and regulations page is available here. The most recent proposed rulemaking was on the Notice of Proposed Rulemaking on the District of Columbia-Only Securities Offerings Exemption, where the public could submit comments on crowdfunding in the District through Sept. 6, 2014.

DISB enhanced our health insurance rate review process by adding the iRATE database that allows the public to see health insurance premium rates currently under review by the department as well as recent rate changes that were either approved or disapproved by DISB. The iRATE database is a more streamlined, consumer-friendly way to review proposed and current health insurance premium rates than our previous mechanism for posting health rates.

We also distributed information on the proposed and approved January 2015 health insurance plan rates on DC Health Link. The information was shared with the public through our website,

press releases, through traditional media and on our social media tools like Twitter (@DCDISB.) The public can comment on proposed health insurance rates by emailing HealthRate.Comments@dc.gov.

To address the frequent inquiries about careers at DISB, we created a webpage on "Careers at DISB." There, the public can find information about employment opportunities at DISB and links to the D.C. Department of Human Resources' eRecruit system, an online tool for those seeking District Government jobs. We also include information about the internship and summer jobs opportunities at DISB.

In response to public inquiries on insurance and financial services topics, DISB published its first "DISB Consumer Financial Resources Guide" in September 2014. It is a one stop resource for residents on financial services and insurance resources in the District. The guide covers consumer topics ranging from auto, health, home and life insurance, banking, personal finance, housing, foreclosure prevention, small business resources and more. The guide is available here.

To make certain that the public is aware of our numerous efforts at the department, we also utilize a number of in-person and electronic means to get the word out. These include presentations at community and professional meetings, public hearings, issuance of press releases and emails through our distribution lists, posting announcements on social media tools like Twitter and community and neighborhood Listservs. As mentioned earlier, we also maintain dedicated webpages on our website like the Review of CareFirst 2011's Surplus and the issuance of consumer guides. The public can connect with us by mail – 810 First Street, NE, Suite 701, Washington, DC, 20002; by telephone at (202) 727-8000; through the Ask the Commissioner link or by email at disb@dc.gov; through our website disb.dc.gov; and our Twitter and Facebook accounts. The public can also submit comments to the department through the Track-DC Portal.

In 2015, DISB will continue to share information with the public using the above-mentioned methods. We are also exploring the possibility of expanding our digital technology capability to include a mobile version of disb.dc.gov that will make viewing of information easier on mobile phones and tablets. We are also exploring the creation of 30-second video segments to cover public programs and topics in collaboration with the Office of Cable Television.

3) **Collaboration**

Describe the steps your agency has taken or plans to take to enhance or expand cooperation among departments, other governmental agencies, the public, and non-profit and private entities in fulfilling its obligations.

As the District's financial regulator and consumer advocate, we collaborate daily with local and federal government agencies, community and neighborhood groups, nonprofits, trade associations, private entities and others to meet our obligations in working with the public.

Examples include the ongoing working relationship with D.C. Health Benefit Exchange Authority and the insurance industry on health plan rates for DC Health Link. During the

implementation of DC Health Link, DISB was one of the District Government agencies charged with Affordable Care Act implementation responsibilities.

DISB also participates in a number of other groups including the Washington, D.C. Economic Development Partnership Council, DC Silver Jackets (District of Columbia Flood Risk Management Team), DC Elder Abuse Prevention Committee, DC Motor Vehicle Theft Prevention Commission, National Health Care Anti-Fraud Association and the Investor Protection Trust, among others.

DISB also works closely with local, state and federal law enforcement as well as the District's U.S. Attorney's Office to fight financial fraud, scams and illegal activity in the District. We also partner closely with several national and local nonprofits and trade associations on financial education efforts in the District.

We will continue to work with these organizations and others to make the department's efforts as transparent as possible.

GOVERNMENT OF THE DISTRICT OF COLUMBIA
[INSERT AGENCY NAME]

Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this Report describes how the Office of Motion Picture and Television Development has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics:

1) Transparency

The Office of Motion Picture and Television Development (MPTD) is committed to sharing all agency public information documents including press releases, a listing of current film events, a listing of career and casting opportunities, updated fact sheets regarding productions that have filmed in the District over the last several years, and relevant production information for current multimedia projects that have approved permits to film in the District on the MPTD web site. MPTD also shares or provides links to information regarding MPTD's staff, performance plans, budget, and permit policies on the Open Government page of its web site.

MPTD meets obligations pursuant to the District's Freedom of Information Act (FOIA) and Open Meetings Act by clearly stating on our web site how to file a FOIA request, the contact information for the FOIA Officer, and providing a link to the FOIA Reading Room. MPTD also has a policy of responding to FOIA requests within the designated response time of 15 business days, unless it is determined that the request qualifies for an extension of 10 business days.

The Office of Motion Picture and Television Development is working closely with the Office of the City Administrator (OCA) and the Office of the Chief Technology Officer (OCTO) to identify a significant number of datasets that OCA and OCTO expect to publish online later this year. If no dataset from the Office of Motion Picture is selected to be included in this 2014 release, we will continue to work with OCA and OCTO to identify datasets appropriate to publish in 2015. In the future, requirements for open data reporting will be provided by the Chief Data Officer.

2) Public Engagement and Participation

MPTD values the feedback and welcomes the engagement and input of its stakeholders. As a result, MPTD regularly hosts and participates in meetings with each stakeholder group including filmmakers, location and production managers, and individuals seeking to break into the industry of film and television. MPTD identifies

these stakeholders through referrals, networking, and its own research of film and media professionals in the District.

MPTD is also committed to keeping the community informed of the work that we do through press release postings on our web site as well as through social media platforms and our quarterly newsletter. We invite our followers on Twitter and Facebook to offer feedback on the initiatives we launch and tell us how we can better serve our stakeholders. Additionally, whenever a multimedia production has received a permit to film, we alert the necessary businesses, ANC commissioners, and Councilmember offices via email and a letter to ensure that they and their constituents are made aware of any disruption that may be caused due to filming.

3) **Collaboration**

Many of MPTD's large scale projects require the cooperation of other District government agencies including the Department of Transportation (DDOT) and the Metropolitan Police Department (MPD) as well as federal agencies such as the National Park Service (NPS) and the U.S. Capitol Police. Therefore, it has been extremely important for MPTD to develop relationships with representatives of these agencies to better service our stakeholders. Over the last year, MPTD has sought to build better relationships and engage agency partners through regular meetings and other forms of communication. MPTD also is in the process of working concurrently with the Office of the Chief Technology Officer (OCTO) and other agency partners to design and implement a customized internal D.C. government database that will make the permitting process more efficient and reliable for our customers.

Additionally MPTD, under the new direction of Pierre Bagley, is currently working on creating a networking and partnership strategy that identifies important external partnerships and charts how MPTD will manage and maintain ongoing relationships with key external partners moving forward.

GOVERNMENT OF THE DISTRICT OF COLUMBIA
Office of the State Superintendent of Education (OSSE)

Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this Report describes how the Office of the State Superintendent of Education (OSSE) has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics:

Transparency

Sharing information with the public

Agency website:
All documents intended for public consumption are published on the Publications page of our website.

Press Releases:
All press releases are posted to the Press Releases section of our Newsroom page as well as on the Featured News section of the homepage.

Meeting obligations pursuant with the District's Freedom of Information Act and Open Meetings Act

FOIA Webpage:
All documents and document feeds are posted to the Open Government and FOIA page of our website.

Steps to increase public access to Information

Social Media:
OSSE uses social media (i.e., Facebook, Twitter) to share important information with the public.

Steps to make more of our data available to the public

OSSE is working closely with the Office of the City Administrator (OCA) and the Office of the Chief Technology Officer (OCTO) to identify a significant number of datasets that OCA and OCTO expect to publish online later this year. If no dataset from OSSE is selected to be included in this 2014 release, we will continue to work with OCA and OCTO to identify datasets appropriate to publish in 2015. In the future, requirements for open data reporting will be provided by the Chief Data Officer.

Public Engagement and Participation

Providing online access to proposed rules and regulations and securing public input on them

Currently, our proposed policies, rules, and regulations are posted to the Publications page of our website in the Policy and Regulations types, respectively. Feedback is received either through Google Forms or email.

Sharing information and resources to keep the public properly informed

FOIA Page:
All materials for public information along with portals to GradeDC can be found on our Open Government and FOIA page.

Agency sidebar:
The public can also find a portal to provide feedback on our Agency Sidebar that appears on the left-hand side of every page. The OSSE Agency Sidebar has links to our Facebook, Twitter, Youtube, Wordpress, GovDelivery newsletter opt-in, Pinterest, GradeDC, and the "Ask the Superintendent" form.

Identifying stakeholders and inviting their participation

Throughout the year, OSSE participates in numerous community meetings and forums to engage stakeholders in various education related topics. Additionally, OSSE regularly seek public input through surveys and opportunities for public comment on key policies and regulations.

Improving public engagement and participation

OSSE will continue to participate in regular public meetings and forums as well as engage the public in surveys and opportunities for public comment on key policies and regulations.

Collaboration

OSSE regularly collaborates with other District government agencies, community organizations and non-profit/private organizations through MOUs, joint partnerships and community engagement events. OSSE's senior leaders are members of public/private taskforces and working groups aimed at improving the education of District youth. Additionally, the agency obtains public feedback via its website on key policies and regulations. The agency will continue to improve collaborative efforts with all parties through public engagement events as well as digital media initiatives.

GOVERNMENT OF THE DISTRICT OF COLUMBIA
COMMISSION ON THE ARTS AND HUMANITIES

Open Government Report 2014

To institutionalize a culture of transparent and open government, accountability, and to expand opportunities for resident participation and collaboration, this Report describes how the DC Commission on the Arts and Humanities (DCCAH) has and will continue to develop and enhance transparency, public participation, and collaboration. In accordance with Mayor's Order 2014-170, this report addresses the following topics:

1) Transparency

Describe the steps your agency has taken or plans to take to be more transparent. Please include a description of:

- *How and to what extent your agency shares information with the public, e.g. publication of information in the District register and on the agency website, press releases, and documents in the agency's FOIAXpress reading room.*

The DCCAH prepares and disseminates press releases through the agency website (www.dcarts.dc.gov), agency social media sites, and through our growing contact list of over 9,000 email subscribers. These mediums are used to inform the public of grant awards, special projects and initiatives, and media notices. As the FOIAXpress reading room is not intended to be a comprehensive repository for all FOIA requests, but rather an efficient means to assist requestors who are inquiring about common or repeated FOIA topics, to date, since the implementation of the FOIAXpress reading room, the agency has not received inquiries in which have warranted use of the FOIAXpress reading room. As required by the District of Columbia, we post our Commission meetings in the District register as well.

- *How the agency meets its obligations pursuant to the District's Freedom of Information Act and Open Meetings Act.*

The DCCAH responds to all FOIA requests within the required timeframe. The Open Meetings Act has been officially adopted through the posting of Commission meeting agendas at the front desk of the DCCAH office as well as on the agency's website. Also, the agency's holds a public comment period that is open to the public thirty minutes prior to the full Commission meetings each month. Also, all meetings are voice recorded and minutes are posted on the agency's website.

- *Steps your agency will take to increase public access to information.*

DCCAH has a robust public information platform including Communications staff dedicated to ensuring that all efforts of the agency are communicated thoroughly and accurately through the mediums of the agency website, www.dcarts.dc.gov as well as the Art202 blog, www.art202.com, in which local arts events submitted from the public and DCCAH programs and events are posted daily. As well, in addition to Facebook, DCCAH is active on Twitter, Instagram, and Picasa (a photo- sharing website).

DCCAH remains focused on ensuring that the representation from across all wards of the city in the grant funding applicant pool. The agency's strategic planning process that will be completed by April 2014, will address new ways in which the agency can increase participation and improve the access to the opportunities.

- *Steps your agency will take, including an implementation timeline, to webcast live and archive on the internet board or commission meetings. (This question only applies to agencies that are overseen or advised by a board or commission that is subject to the Open Meetings Act.)*

The DCCAH has recently acquired technology that permits the live webcasting of Commission meetings. We are researching ways to increase access of the technology to ensure that it is user-friendly and expect to have this process in place by Winter 2015.

- *How your agency has taken or plans to take steps to make more of its data available to the public.*

DCCAH is working closely with the Office of the City Administrator (OCA) and the Office of the Chief Technology Officer (OCTO) to identify a significant number of datasets that OCA and OCTO expect to publish online later this year. If no dataset from DCCAH is selected to be included in this 2014 release, we will continue to work with OCA and OCTO to identify datasets appropriate to publish in 2015. In the future, requirements for open data reporting will be provided by the Chief Data Officer.

2) **Public Engagement and Participation**

Describe the steps your agency has taken or plans to take to enhance or expand opportunities for the public to participate in agency decision-making. Please include a description of:

a.) *Public Engagement and Participation*

Describe the steps your agency has taken or plans to take to enhance or expand opportunities for the public to participate in agency decision-making. Please include a description of:
How your agency provides online access to proposed rules and regulations and secures public input on them. Please list links to specific websites.

- ***Live Director Chats:*** ***On the second Tuesday of every month, DCCAH hosts Live Director Chat sessions. The public can engage and send questions to the Executive Director in a live chat stream. This has been an extremely successful outreach tool as the audience base has doubled every month since its launch.***

- ***Public Comment Period: At the start of each monthly Commission meeting, DCCAH has instituted a 30 minute public comment period. Commission meetings are open and members of the public are encouraged to attend the 30 minute public comment period during the start of each meeting. Up to 10 associations, individuals, or organizations may request a 3 minute slot to speak during this period, and must do so by calling or emailing DCCAH, no later than 24 hours before the meeting day and time. Slots are limited and are made available on a first come first served basis. http://dcarts.dc.gov/page/commissioner-meetings***

b.*) How your agency shares information and resources to keep the public properly informed, e.g. community meetings, public hearings, FAQs, and ways the public can provide input such as Twitter, grade.dc.gov, email contacts.*

Social Media:
--DCCAH is, once again, the #1 state arts agency in social media presence (also the top District Government agency). This gives us the means to communicate with our constituents in a fast, informal way. It also allows us to receive feedback from our constituents that other forms of communication do not allow.
--ART(202) Blog (http://www.art202.com) – 7100 views a month
--Facebook (http://www.facebook.com/TheDCarts)- 32,176+ fans
--Twitter (@TheDCArts) –10,500+ followers
--YouTube (http://www.youtube.com/thedcarts) – 102 videos with 40,538 views.
--Picasa (Google+) – We've added 11 new galleries from our events
--Instagram,(http://www.instagram.com/thedcarts).

- ***Ward Report***

--DCCAH prides itself on impacting all of the District. Our annual Ward Reports reflect this effort. http://dcarts.dc.gov/page/ward-reports

- ***Annual Meeting and Report:***

The DCCAH Annual Meeting is open to the public. The Annual Meeting offers a greater level of community engagement. Each year, an accompanying Annual Report is printed that codifies the accomplishments of the agency for the fiscal year. http://dcarts.dc.gov/page/annual-reports-0-dcarts

- ***Staff Contact Information:***
- ***DCCAH staff list and contact information is listed on the agency website http://dcarts.dc.gov/page/dccah-staff***

c.) How your agency identifies stakeholders and invites their participation.

- ***Constant Contact Mailing List:***
  DCCAH maintains a robust list of contacts via constant contact list serve.
- ***Special Event Participant List:***
  DCCAH produces a number of special events that reflect the interests of the District's multicultural community and enhances the residents' quality of life. We work to ensure that arts and culture are an integral part of city life and we work to promote our grantees through the different free events we offer to the community.
- ***Grantee List:***
  DCCAH offers several funding programs for individuals and nonprofit organizations located in the District of Columbia. When these individuals apply for grant funds and are awarded, they are added to our grantee contact list.

Steps your agency will take to improve public engagement and participation including any new feedback tools or mechanisms the agency is considering.

- ***DCCAH will continue to fine tune and improve the aforementioned channels.***

3) **Collaboration**

Describe the steps your agency has taken or plans to take to enhance or expand cooperation among departments, other governmental agencies, the public, and non-profit and private entities in fulfilling its obligations. Please include a description of:

- *How your agency currently collaborates with the above parties. Please list links to specific websites if appropriate.*

DCCAH actively collaborates with other government agencies including EOM, DMPED, OCTO, DPW, and OP to fulfill shared goals for providing services to the residents of the District of Columbia. The mission of the DCCAH as a provision of arts and humanities funding, cultural programming and opportunities for residents, is a conduit for collaboration with sister agencies to ensure that other civic interests are represented and achieved. The DCCAH website, www.dcarts.dc.gov chronicling all agency activity provides a summary of projects and where applicable notes sister agency partners, where applicable.

The non-profit entities in which the agency supports are through grant- making efforts. Through the services provided by these entities, the DCCAH is able to realize its mission to ensure high quality arts and cultural offerings to the residents of the District of Columbia.

- *Steps your agency will take to improve collaboration with the above parties including any new feedback tools or mechanisms the agency is considering, e.g. prizes, competitions, and other innovative methods.*

The Facebook page that the DCCAH employs is active and is a principal means in which to communicate to residents. In fact, the agency has the most Facebook followers than any state arts agency nationwide. In addition to Facebook, we are active on Twitter, Instagram, and Picassa (a photo- sharing website), as well as the Art202 blog in which local arts events and listing are posted.

DCCAH is currently involved in a long range strategic planning process in which issues around innovative methods and partnership models to improve the delivery of services to the residents is being addressed. The planning process is slated for completion April 2015.